REZSTREAM BOOKING ENGINE USER'S GUIDE

February 24, 2007

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CONTACT US

RezStream Booking Engine Help Desk: (303) 872-0220

Support Hours: 8:00AM – 5:00PM, Monday through Friday, MST.

OVERVIEW OF THE REZSTREAM BOOKING ENGINE

The RezStream Booking Engine is a web based program that integrates your property's website and other Internet reservation sites allowing potential guests the ability to book confirmed online reservations. The RezStream Booking Engine can receive online reservations 24 hours a day, 365 days a year! The RezStream Booking Engine also provides high-level customization and flexibility.

Key features in the RezStream Booking Engine include:

- Direct bank deposits: Payment for bookings made from your website is electronically deposited directly into your bank account within a few business days.
- Ease of use: The RezStream Booking Engine can be accessed via the Internet using a user ID and password. Coupled with RezStream's industry-leading property management software, RezStream Professional, integration is seamless.
- Customize your level of service: Choose RezStream Booking Engine products and services that make sense for your business, from a simple availability calendar to distribution to all the major travel websites like Expedia and Travelocity.
- Flexible: All property information, policies, unit rates, minimum night stay requirements, 'blackout' dates, and items unique to your property are completely customizable.

HOW TO EFFECTIVELY USE THIS SETUP GUIDE

The information contained in this document is organized in a manner that allows a property owner or designated user(s) to configure and effectively use the RezStream Booking Engine. The goal of this document is to successfully guide you through the process of entering information required for activating your RezStream Booking Engine so you may begin generating incremental revenue for your property.

ⓘ ***Any black text that follows the information icon denotes a tip or information of importance. Please read these notes carefully!***

Also, any blue text that appears in bold and italics stresses a specific step in the RezStream Booking Engine configuration process. Please note these important steps.

Action Item – Indented text that appears following this red heading is alerting you there is a RezStream Booking Engine setup step to complete in this section. Be sure to pay attention to these important directions.

PRIOR TO BEGINNING REZSTREAM BOOKING ENGINE ACCOUNT SETUP

1. Familiarize yourself with the following table of RezStream Booking Engine terms.
2. Organize pertinent information about your property **before** completing the data entry steps outlined after the table of RezStream Booking Engine terms.

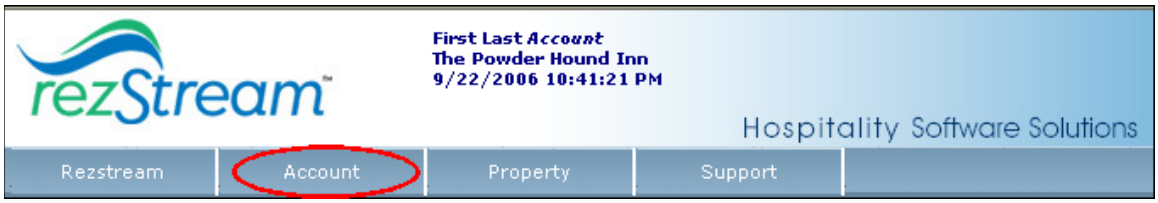
REZSTREAM BOOKING ENGINE TERMS

TERM	DEFINITION
RezStream	A property management software company that also provides real-time Internet reservation solutions.
Property	Refers to any business that uses the RezStream Booking Engine or other RezStream products.
Users	Owners or assigned employees of the designated property who use the RezStream Booking Engine or other RezStream products.
RezStream Professional (optional for RezStream Booking Engine users)	RezStream's property management software (PMS) that is installed on the property's local computer(s) and is used to comprehensively manage a property's phone reservations and complete guest management needs. RezStream Professional also has the capability to communicate 'two-way' with the RezStream Booking Engine to fully automate local property reservations with RezStream Booking Engine online reservations.
Two-Way Communication	RezStream Professional automatically sends unit availability and rate information to the RezStream Booking Engine. The RezStream Booking Engine automatically transfers real-time Internet reservations directly into RezStream Professional without manual data input.
RezStream Booking Engine	RezStream's web based program for receiving online reservations from guests via the Internet. Reservations may come from a variety of Internet reservation sources like Expedia, Travelocity, travel agents, and your own property's website.
Standalone User	Refers to RezStream customers who use the RezStream Booking Engine without also using RezStream Professional. Standalone users utilize a user name and password to access the RezStream Booking Engine via the Internet, to update availability, and receive online reservations. Examples of standalone users would be Macintosh users or properties with basic Internet reservation needs that do not use RezStream Professional.
Real-Time Reservation	A potential customer fills out a reservation form on a property's website or other Internet reservation site (example: Expedia) receiving an instant email confirmation with a confirmation number. The RezStream Booking Engine can process real-time reservations and automatically process credit card deposits for individual website bookings. Once a real-time reservation has been made, the property is also notified of the confirmed reservation immediately via email. If a property uses RezStream Professional, the reservation will be automatically entered into the property management software system.
Online Administrative Interface	A series of web pages where RezStream Booking Engine customers enter property data or manage online availability.
Expandable List	Found within the RezStream Booking Engine Online Administrative Interface categories. Placing your cursor on one topic opens a more detailed list of related sub-menu items.

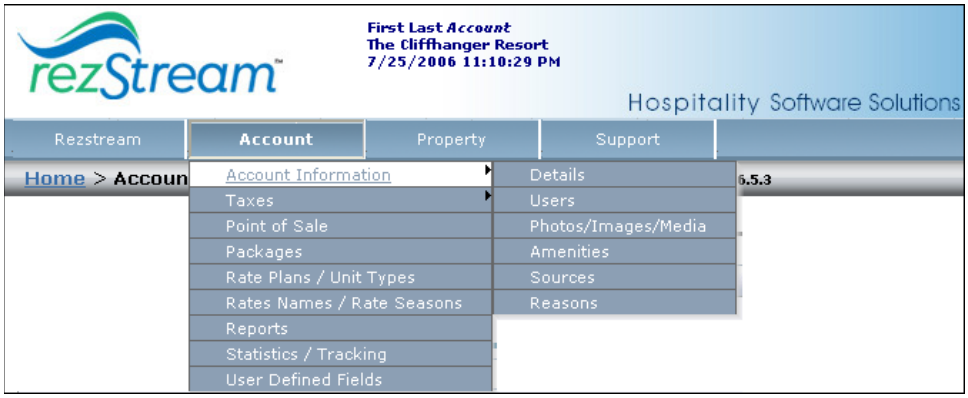
TERM	DEFINITION
Tree Menu	Sub-menus with plus signs (+) and minus signs (-) next to the item name that users left click to 'expand' the item to see more information. The RezStream Booking Engine uses tree menus to display the maximum amount of related information at one time.
Form	An individual web page within the Online Administrative Interface for entering information.
System Administrator or Designated User	The person responsible for setting up the RezStream Booking Engine and managing different user level permissions.
Availability Calendars	Display unit availability and property information in graphical form on a website. The RezStream Booking Engine uses calendars to display unit availability.
Point of Sale (POS)	Miscellaneous items offered for sale at the property like tee shirts, robes, and champagne. The RezStream Booking Engine allows users to sell POS items online.
Packages	A specific collection of Point of Sale items. A Romance Package might include roses, champagne, and dinner for two. The RezStream Booking Engine allows users to sell optional packages online.
Global Distribution System (GDS)	Allows individual property information and rates to be available to hundreds of thousands of travel agents worldwide. RezStream Booking Engine customers can elect to participate on the GDS.
Onward Distribution System (ODS)	Allows individual property information and rates to be available on well-known travel sites such as Expedia, Travelocity, and Orbitz. RezStream Booking Engine customers can elect to participate on the ODS.

ORGANIZING INFORMATION FOR ACCOUNT SETUP

RezStream recommends organizing the information necessary for completing Account setup. Having this information organized will assist you in completing the Account setup section in the RezStream Booking Engine Online Administrative Interface.



This section will outline the information required for Account setup. From the RezStream Booking Engine Online Administrative Interface, the Account setup menu contains the following sections.



Please review the REQUIRED items necessary to begin Account setup. After organizing the information, it will be entered into the RezStream Booking Engine Online Administrative Interface.

ⓘ ***The headings in the Account section marked below as Optional are NOT required to complete during Account setup in order to use the RezStream Booking Engine. However, you may want to review these sections and determine whether or not completing them would be beneficial to your property.***

ACCOUNT INFORMATION

To complete the Account > Account Information section, organize the information contained in the following sections for Details, Users, Photos/Images/Media, Amenities, Sources, and Reasons.

Details

Use the Account > Account Information > Details link to enter the following account details.

Action Item

Organize the following information for data input.

- Business name
- Contact information
  - Mailing address and phone numbers
  - Email address (for notification of online reservations)
  - Contact names (business owner, business manager, etc.)
  - Website URL

Users

Use the Account > Account Information > Users link for entering Information about the users who will have access to the RezStream Booking Engine Online Administrative Interface.

This information defines who will be allowed to make changes to the RezStream Booking Engine's configuration and what level of user participation they will be allowed to have. Some users may have full access to all configuration information while others will only be able to make reservations and update availability. You will specify the level of usage for each designated user.

Action Item

Make a list of the users who will have access to the RezStream Booking Engine Online Administrative Interface.

Photos/Images/Media (Optional)

Use the Account > Account Information > Photos/Images/Media link for uploading images for use in the RezStream Booking Engine. Photos can help describe your property and/or specific rooms that will display to online guests checking availability on your website via the RezStream Booking Engine.

Action Item

Any photos that will be displayed in the RezStream Booking Engine must be saved in digital format using high quality JPEG photos no larger than 200 pixels high and 300 pixels wide.

Amenities (Optional)

Use the Account > Account Information > Amenities link to define amenities at your property. The RezStream Booking Engine will allow you to list both property level amenities and unit level amenities.

Amenities that describe the property as a whole are known as property, or standard, amenities. The only companies that need to be concerned with designating property amenities are those businesses that are configuring the RezStream Booking Engine for multiple properties. In these instances, compile a list of amenities that are specific to each separate property, for example:

1. Heated Pool
2. Full Service Spa

Unit level amenities describe individual units or unit types to Internet guests. In addition, unit level amenities can be flagged as sortable, allowing potential guests to perform an advanced search when making a reservation. This advanced search can help guests find rooms with specific criteria. Examples of unit level amenities include:

- Jacuzzi Tub
- King Bed
- Ocean View
- Non-Smoking Room

Action Item – Single Property

If you are configuring a single property for use with the RezStream Booking Engine, make a list of amenities that describe individual rooms or room types at your property. If you would like guests to be able to search for rooms with specific amenities, put an asterisk next to those amenities in your list.

Action Item – Multiple Properties

If you are configuring multiple properties for use with the RezStream Booking Engine, make a list of amenities that describe each property as well as another list of amenities that describe rooms or room types at each property. If you would like guests to be able to search for property-specific information and/or rooms/room types based on these amenities, place an asterisk next to those amenities in your list.

Sources

Use the Account > Account Information > Sources link to define how guests find your property. Some examples of sources are:

- Website
- Advertisement in local newspaper
- Chamber of Commerce
- Recommended by friend
- Repeat customer

Action Item

Make a list of your property's referral sources.

Reasons

Use the Account > Account Information > Reasons link to define why guests are visiting your property. This information can be used to help target marketing dollars. Some examples of reasons are:

- Leisure
- Business
- Wedding
- Conventions
- Special occasion

Action Item

Make a list of the different reasons why guests visit your property.

TAXES

Use the Account > Taxes link to configure tax details for your property. You will need to know the following information to set up the tax tables in the RezStream Booking Engine.

Action Item

First, make a list of all individual tax types at your property and exact tax percentages or amounts that are charged with each of these individual taxes. Some examples of individual taxes are:

- State
- County
- City
- Bed
- Sales
- Food
- Exempt

Second, make another list of the different combinations of taxes that are used at your property. For example, a nightly room charge includes state, local, and lodging tax while gift shop purchases only include state and local tax. The RezStream Booking Engine allows for unlimited tax combinations in order to apply the right taxes to different purchases.

POINT OF SALE (OPTIONAL)

Use the Account > Point of Sale link for configuring point of sale charges. Point of sale charges are used for selling items other than rooms in the RezStream Booking Engine. Some businesses will want to sell miscellaneous items online and others will not. Examples of point of sale items are:

- Gift shop items
- Additional food and beverage sales
- Area recreational activities

Action Item

Make a list of every point of sale items that you want to sell to guests via the RezStream Booking Engine. This list should include the price of each point of sale item and how it is taxed.

PACKAGES (OPTIONAL)

Use the Account > Packages link for configuring packages in the RezStream Booking Engine. Packages are a collection of POS Items that will be sold in addition to a room rate.

Action Item

Create a list of packages, including the point of sale items that are included in the packages, that you will offer to online guests via the RezStream Booking Engine.

RATE PLANS/UNIT TYPES

Use the Account > Rate Plans/Unit Types link for defining the various unit types at your property. Examples of unit types are:

- King
- Queen Queen
- Suite

Action Item

Create a list of the unit types at your property.

RATE NAMES/RATE SEASONS

Use the Account > Rate Names/Rate Seasons link to define rate names (like Rack and AAA) and seasonal rates for each unit type and rate name at your property. Rates in the RezStream Booking Engine should be defined for at least one year in advance. As an example, a property at a ski resort may have the following seasonal rate fluctuations for a King unit type with the Rack rate name.

DATES	RATE
01/01/07 – 02/28/07	$165.00
03/01/07 – 03/31/07	$185.00
04/01/07 – 04/30/07	$145.00
05/01/07 – 06/14/07	$135.00
06/15/07 – 09/14/07	$165.00
09/15/07 – 11/14/07	$135.00
11/15/07 – 12/31/07	$165.00

Action Item

In order to effectively enter your rates, create a spreadsheet that lists:

- Each rate plan/unit type
- Each rate name
- Seasonal date parameters
- Rates (including weekday/weekend fluctuations) for each combination above.

	SEASONS	RACK Weekday	AAA Weekday		RACK Weekend	AAA Weekend
4	**UNIT TYPE - KING**					
6	01/01/07 – 02/28/07	$165.00	$148.50		$175.00	$158.50
7	03/01/07 – 03/31/07	$185.00	$166.50		$195.00	$176.50
8	04/01/07 – 04/30/07	$145.00	$130.50		$155.00	$140.50
9	05/01/07 – 06/14/07	$135.00	$121.50		$145.00	$131.50
10	06/15/07 – 09/14/07	$165.00	$148.50		$175.00	$158.50
11	09/15/07 – 11/14/07	$135.00	$121.50		$145.00	$131.50
12	11/15/07 – 12/31/07	$165.00	$148.50		$175.00	$158.50
14	**UNIT TYPE - QUEEN QUEEN**					
16	01/01/07 – 02/28/07	$160.00	$144.00		$170.00	$154.00
17	03/01/07 – 03/31/07	$180.00	$162.00		$190.00	$172.00
18	04/01/07 – 04/30/07	$140.00	$126.00		$150.00	$136.00
19	05/01/07 – 06/14/07	$130.00	$117.00		$140.00	$127.00
20	06/15/07 – 09/14/07	$160.00	$144.00		$170.00	$154.00
21	09/15/07 – 11/14/07	$130.00	$117.00		$140.00	$127.00
22	11/15/07 – 12/31/07	$160.00	$144.00		$170.00	$154.00
24	**UNIT TYPE - SUITE**					
26	01/01/07 – 02/28/07	$180.00	$162.00		$190.00	$172.00
27	03/01/07 – 03/31/07	$200.00	$180.00		$210.00	$190.00
28	04/01/07 – 04/30/07	$160.00	$144.00		$170.00	$154.00
29	05/01/07 – 06/14/07	$150.00	$135.00		$160.00	$145.00
30	06/15/07 – 09/14/07	$180.00	$162.00		$190.00	$172.00
31	09/15/07 – 11/14/07	$150.00	$135.00		$160.00	$145.00
32	11/15/07 – 12/31/07	$180.00	$162.00		$190.00	$172.00
34		**Extra Person Charges (>2 Guests in Room)**				
35		**Adults**	**$20.00**			
36		**Children**	**$10.00**			

It will also be helpful to note the standard capacity of each rate plan/unit type, extra person charges if standard capacity is exceeded, and if there are minimum stay requirements for weekdays or weekends.

ⓘ ***It is imperative to have a written list of all possible rate variations of your pricing structure BEFORE any data entry!***

USER DEFINED FIELDS

Use the Account > User Defined Fields link to enter information to customize the default Guest Information Page in the RezStream Booking Engine. Here, you can prompt Internet guests to enter the following information:

- First Name
- Last Name
- Address
- Address 2
- City
- State
- Zip
- Country
- Phone
- Alternate Phone
- Email
- Notes/Requests

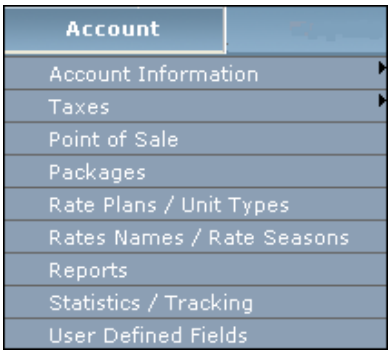
Action Item

If your property wants to collect information that is not listed above, user defined fields can be created that will prompt the Internet guest to provide this additional information. Examples of user defined fields are car license plate, anticipated arrival time, and airline flight information. Make a list of user defined fields that work best for your property.

Now that you have familiarized yourself with RezStream Booking Engine terms and have organized your property-specific information for Account setup, you are almost ready to begin entering this account setup information into the RezStream Booking Engine Online Administrative Interface.

SAMPLE PROPERTY WORKSHEET – THE POWDER HOUND INN

The Powder Hound Inn is a fictional property whose data will be used in the RezStream Booking Engine configuration diagrams. For continuity, the property information listed in the next several pages, from ***Account Information*** through ***User Defined Fields***, will be used throughout the RezStream Booking Engine User's Guide. When entering your own property's data into subsections of the Account setup, you may find it helpful to refer back to these sample worksheet sections to see how specific data was entered for The Powder Hound Inn.



ACCOUNT INFORMATION

The following information will be entered in the Account Information headings in the RezStream Booking Engine Online Administrative Interface.

Details

The Powder Hound Inn details will be entered in the Account Information > Details form.

BUSINESS NAME	The Powder Hound Inn
ADDRESS	4807 Ski Hill Road
ADDRESS 2	PO Box 170
CITY	Ski Town
STATE	CO
ZIP	81658
COUNTRY	USA
EMAIL	BoardingB@powderhoundinn.com
PRIMARY CONTACT	Ben Boarding
SECONDARY CONTACT	Telly Skier
PRIMARY PHONE	970-845-1111
FAX NUMBER	970-845-2222
TOLL-FREE NUMBER	888-888-3333
WEB ADDRESS	www.powderhoundinn.com

Users

The following users will be added to the Account Information > Users form for The Powder Hound Inn.

Ben Boarding
1. Username – BoardingB
2. Password – neversummer
3. Email – BoardingB@powderhoundinn.com

Telly Skier
1. Username – SkierT
2. Password – pinhead
3. Email – SkierT@powderhoundinn.com

Photos/Images/Media

The Powder Hound Inn will upload the following property and room specific photos to enhance their Internet marketing efforts. The column "File Name" refers to the actual file name on The Powder Hound Inn's hard drive.

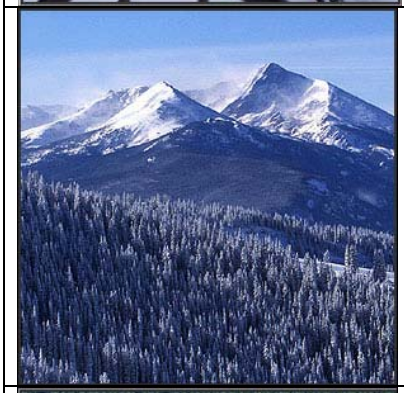
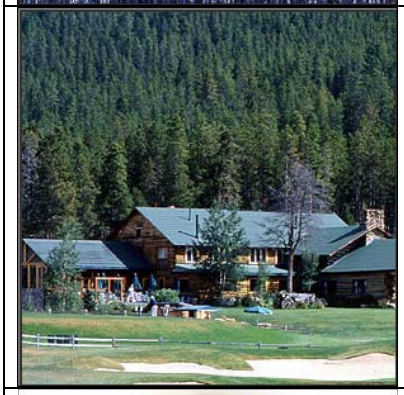
PHOTO	DESCRIPTION	FILE NAME
	Winter Photo #1	PH1.jpg
	Mountain View from the Inn	PH2.jpg
	Summer Photo #1	PH3.jpg
	Spa Area	PH4.jpg

PHOTO	DESCRIPTION	FILE NAME
	The Hemmingway Suite	PH5.jpg

Amenities

In the RezStream Booking Engine, listing amenities that describe individual units at your property can help Internet guests who are searching for rooms with particular features. Listing amenities that describe property attributes are beneficial as well.

The following table lists property level (standard) amenities and unit level amenities at The Powder Hound Inn.

PROPERTY LEVEL AMENITIES	UNIT LEVEL AMENITIES
Heated Pool	Jacuzzi Tub
Full Service Spa	Private Balcony
Exercise Room	Mountain View
	Ski In/Ski Out
	Handicap Accessible
	Non-Smoking

Sources

The Powder Hound Inn advertises in the following media outlets and wants to track the number of reservations they receive from each advertising source.

- Ski Magazine – Winter, 2006/2007
- Outdoor Magazine – Winter, 2006/2007
- Ski Town, CO Website
- The Dallas Morning News – Winter, 2006/2007
- Local Chamber of Commerce
- Word of Mouth

Reasons

The Powder Hound Inn has identified the following market segments as key to their business. In order to track the percentage of guests for each segment, the Inn will define the following reasons guests make reservations. This tracking resource will help when allocating future marketing dollars.

- Ski Trip – Leisure
- Local Festival
- Wedding
- Business
- Special Occasion

TAXES

The Powder Hound Inn does business in Ski Town, CO, where the following taxes apply.

State Tax – 2.9%
Local Tax – 4.5%
Resort Tax – 1%

ⓘ ***On June 1, 2007 the State Tax is slated to increase to 3.1%.***

The Powder Hound Inn offers goods and services that are taxed as follows.

1. Lodging
   - State, Local, and Resort
2. Gift Shop Items
   - State and Local
3. Lunch
   - State and Local
4. Lift Tickets
   - Local and Resort

POINT OF SALE

The Powder Hound Inn sells the following point of sale items:

1. Gift Shop Items
2. Lift Tickets
3. Tickets

The following items are sold in the gift shop:

1. Polo Shirts - $55.00
2. Wine Glasses - $75.00
3. Sunglasses - $50.00
4. Goggles - $65.00
5. Sunscreen - $4.25
6. Inn Monogrammed Ski Hats - $12.50 (Adult)
7. Inn Monogrammed Ski Hats - $10.00 (Child)
8. NBA Basketball - $60.00

The following lift tickets are available:

1. Adult Full Day - $68.00
2. Adult Half Day - $54.00
3. Child Full Day - $52.00
4. Child Half Day - $45.00

The following tickets are available:

1. Denver Nuggets Basketball Game Tickets - $65.00
2. Basketball Clinic - $100.00

PACKAGES

The Powder Hound Inn offers the following package:

- NBA All-Star Getaway
    - Authentic NBA Basketball (one per reservation)
    - Denver Nuggets Game Tickets (one per person)
    - Basketball Clinic Tickets (one per person)

RATE PLANS/UNIT TYPES

The Powder Hound Inn has the following rooms:

Total # of Rooms = 40

- # of Rooms with a King Bed – 20
- # of Rooms with two Queen Beds – 15
- # of One Bedroom Suites – 5

RATE NAMES/RATE SEASONS

Each type of room at The Powder Hound Inn (King, Queen Queen, and Suite) has the following rate names available.

- Rack/Standard
- AAA

The Powder Hound Inn has the following seasonal structure:

1	SEASONS	RACK	AAA		RACK	AAA
2		Weekday	Weekday		Weekend	Weekend
3						
4	UNIT TYPE - KING					
5						
6	01/01/07 – 02/28/07	$165.00	$148.50		$175.00	$158.50
7	03/01/07 – 03/31/07	$185.00	$166.50		$195.00	$176.50
8	04/01/07 – 04/30/07	$145.00	$130.50		$155.00	$140.50
9	05/01/07 – 06/14/07	$135.00	$121.50		$145.00	$131.50
10	06/15/07 – 09/14/07	$165.00	$148.50		$175.00	$158.50
11	09/15/07 – 11/14/07	$135.00	$121.50		$145.00	$131.50
12	11/15/07 – 12/31/07	$165.00	$148.50		$175.00	$158.50
13						
14	UNIT TYPE - QUEEN QUEEN					
15						
16	01/01/07 – 02/28/07	$160.00	$144.00		$170.00	$154.00
17	03/01/07 – 03/31/07	$180.00	$162.00		$190.00	$172.00
18	04/01/07 – 04/30/07	$140.00	$126.00		$150.00	$136.00
19	05/01/07 – 06/14/07	$130.00	$117.00		$140.00	$127.00
20	06/15/07 – 09/14/07	$160.00	$144.00		$170.00	$154.00
21	09/15/07 – 11/14/07	$130.00	$117.00		$140.00	$127.00
22	11/15/07 – 12/31/07	$160.00	$144.00		$170.00	$154.00
23						
24	UNIT TYPE - SUITE					
25						
26	01/01/07 – 02/28/07	$180.00	$162.00		$190.00	$172.00
27	03/01/07 – 03/31/07	$200.00	$180.00		$210.00	$190.00
28	04/01/07 – 04/30/07	$160.00	$144.00		$170.00	$154.00
29	05/01/07 – 06/14/07	$150.00	$135.00		$160.00	$145.00
30	06/15/07 – 09/14/07	$180.00	$162.00		$190.00	$172.00
31	09/15/07 – 11/14/07	$150.00	$135.00		$160.00	$145.00
32	11/15/07 – 12/31/07	$180.00	$162.00		$190.00	$172.00
33						
34		Extra Person Charges (>2 Guests in Room)				
35		Adults	$20.00			
36		Children	$10.00			

ⓘ ***Rate seasons begin from the day you are configuring the RezStream Booking Engine. In The Powder Hound Inn example, that date is January 1, 2007.***

USER DEFINED FIELDS

Due to limited parking space at the Inn, our fictional property has decided to prompt Internet guests to enter their car license number while making an online reservation. A user defined field for "Car License" will be created in the RezStream Booking Engine.

ONLINE ADMINISTRATIVE INTERFACE

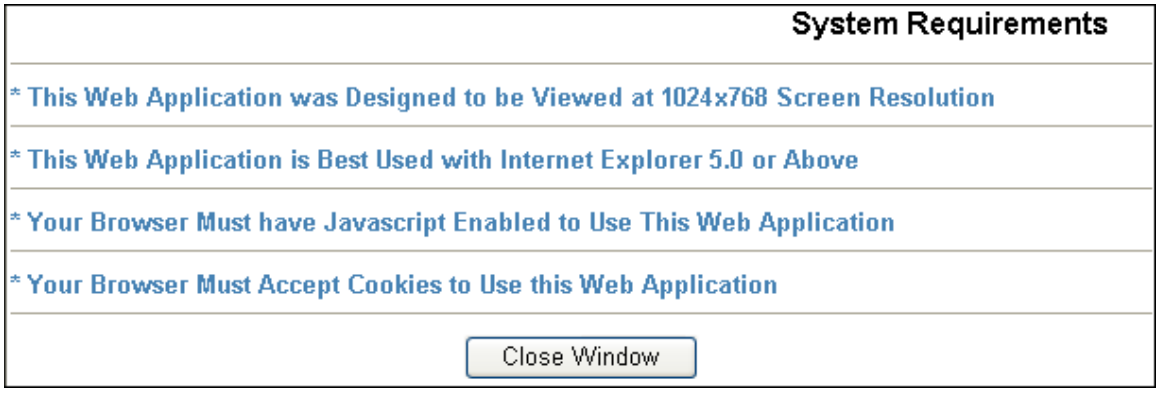
All RezStream Standalone Booking Engine users will setup their account and property information, rates, availability, and other pertinent property information through the RezStream Booking Engine Online Administrative Interface.

Once a new RezStream Booking Engine account has been established with our sales team and you have been assigned a user name and password, users can access the RezStream Booking Engine Online Administrative Interface by entering the following URL in a web browser:

http://www.rezstream.net/booking_engine/
(Please note there is an underscore between the words "booking" and "engine.")

SYSTEM REQUIREMENTS

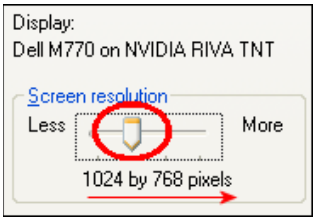
Clicking the link "System Requirements" displays the following information.


System Requirements
* This Web Application was Designed to be Viewed at 1024x768 Screen Resolution
* This Web Application is Best Used with Internet Explorer 5.0 or Above
* Your Browser Must have Javascript Enabled to Use This Web Application
* Your Browser Must Accept Cookies to Use this Web Application
Close Window

SCREEN RESOLUTION

To view your current screen resolution, use the following steps.

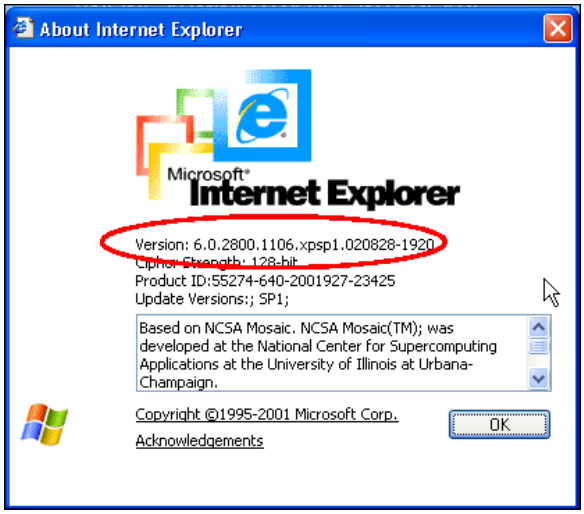
1. Display your Windows desktop and click the right mouse button.
2. Select Properties.
3. Click the Settings tab and note the setting for screen resolution. To increase the setting for screen resolution, simply drag the Screen Resolution pointer to the right.



INTERNET EXPLORER VERSION

Use the following steps for verifying your Internet Explorer version.

1. Launch Internet Explorer ( ).
2. Click Help > About Internet Explorer. Note the version number.


About Internet Explorer
Microsoft
Internet Explorer
Version: 6.0.2800.1106.xpsp1.020828-1920
Product ID:55274-640-2001927-23425
Update Versions:; SP1;
Based on NCSA Mosaic. NCSA Mosaic(TM); was developed at the National Center for Supercomputing Applications at the University of Illinois at Urbana-Champaign.
Copyright ©1995-2001 Microsoft Corp.
Acknowledgements
OK

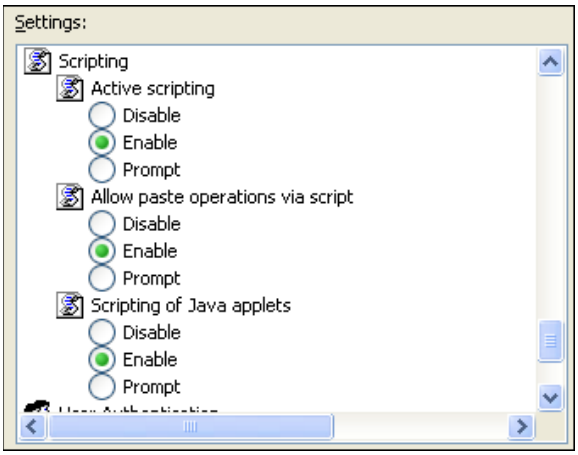
3. If the version is less the 5.0, please download an Internet Explorer update from the Microsoft website. (http://www.microsoft.com/downloads)

JAVASCRIPT

To ensure that JavaScript can run within Internet Explorer, use the following steps.

1. Launch Internet Explorer ( ).
2. Click Tools > Internet Options.
3. Select the Security tab and click the "Custom Level" button.

4. Scroll down to the "Scripting" section and make sure all scripting options are enabled.



COOKIES

Cookies are used by web based applications for storing information about a particular session. In the case of the RezStream Booking Engine, cookies store information used during the RezStream Booking Engine configuration process. To ensure that the RezStream Booking Engine Online Administrative Interface can be used, a "Low" privacy setting is recommended. Set the privacy setting to "Low" using the following steps.

1. Launch Internet Explorer ( ).
2. Click Tools > Internet Options and select the Privacy tab.
3. Drag the Privacy setting to "Low."

ⓘ ***After configuring the RezStream Booking Engine using the RezStream Booking Engine Online Administrative Interface, return the Privacy setting to its original state.***

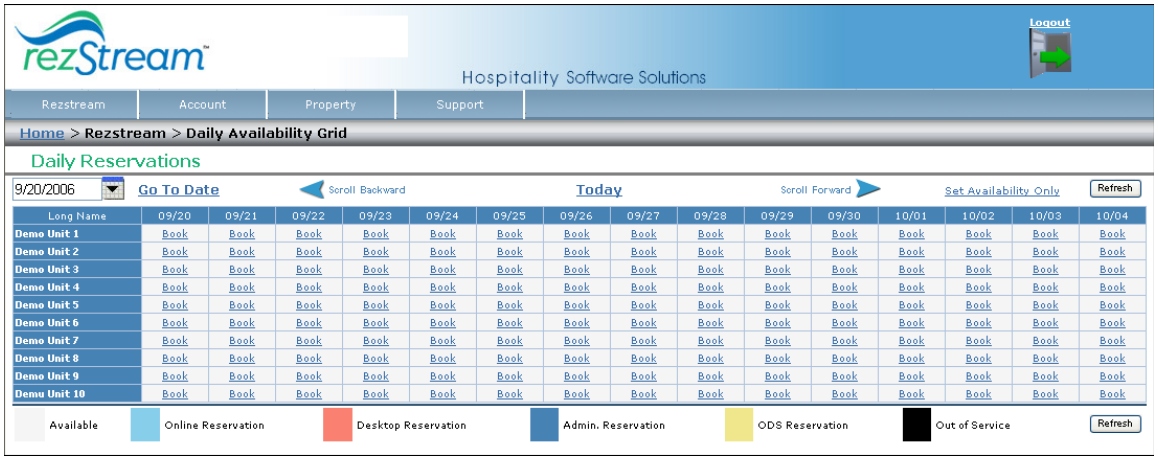
INTERNET CONNECTION

In addition to the system requirements listed above, we strongly recommend that you use the RezStream Booking Engine with a full time, high speed Internet connection.
The connection speed should be equivalent to a cable modem or DSL. With a full time, high speed Internet connection, setup can be completed in a timely manner. In addition, with a high speed connection, files can be uploaded to the RezStream Booking Engine Online Administrative Interface. Finally, with a full time Internet connection, bookings can be communicated to your property 24 hours a day, 365 days a year.

Most Internet Service Providers (ISPs) offer a form of high speed Internet connection. For options in your area, please contact your ISP.

THE ONLINE ADMINISTRATIVE INTERFACE HOME PAGE

After entering a valid username and password, click the Login button. The RezStream Booking Engine Online Administrative Interface home page is displayed.



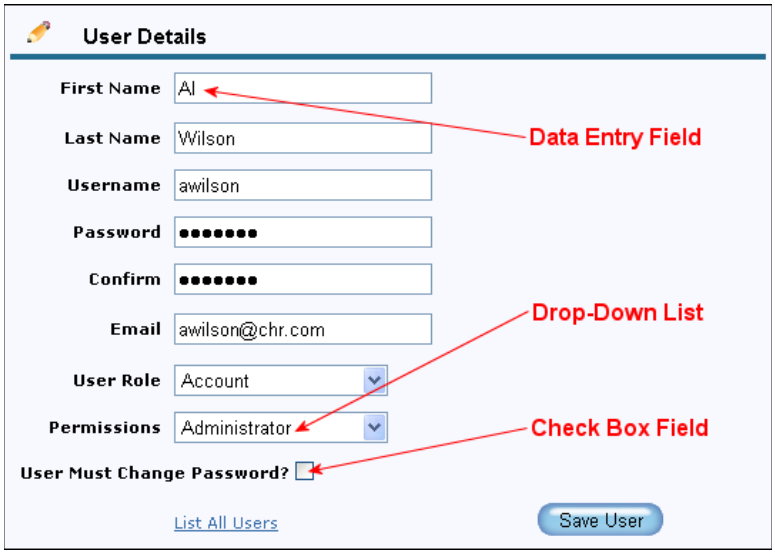
ENTERING INFORMATION IN THE ADMINISTRATIVE INTERFACE

The RezStream Booking Engine Online Administrative Interface uses web pages (forms) for gathering information about your property.

Before we move onto the actual setup steps, we will take a moment to explain some of the web page forms and other tools you will be using to configure the RezStream Booking Engine Online Administrative Interface.

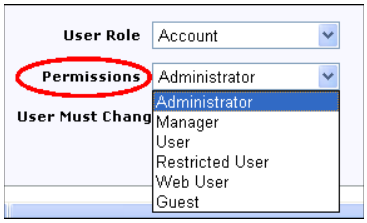
COMMON FORMS

Most forms use a combination of data entry fields, drop-down lists, and check boxes. The example below shows data entry fields for entering text as well as drop-down lists. We will see this form later under Account > Account Information > Users > Edit User Display Name.



ⓘ ***The RezStream Booking Engine Online Administrative Interface does not allow you to manually enter data in a drop-down list field. You MUST select an option from the drop-down list.***

In the sample "User Details" form above, "First Name" is a data entry field. To enter your first name, position the cursor at the beginning of the line and manually enter data. "Permissions" is an example of a drop-down list. Clicking the downward arrow displays a list of choices. To access a drop-down menu, click the down arrow. Once the list is displayed, select an option from the list.



An example of a check box is also on the User Details form above. If the "User Must Change Password?" check box is selected, the user will be forced to change their password the next time they log into the RezStream Booking Engine Online Administrative Interface.

COMMON ICONS

Icons are used in an effort to assist in completing a specific task. Left click on an icon to perform the desired task. For example, a pencil icon is often used to access editing screens. Editing screens are used to change or add information. A red X icon is used for deletion purposes.

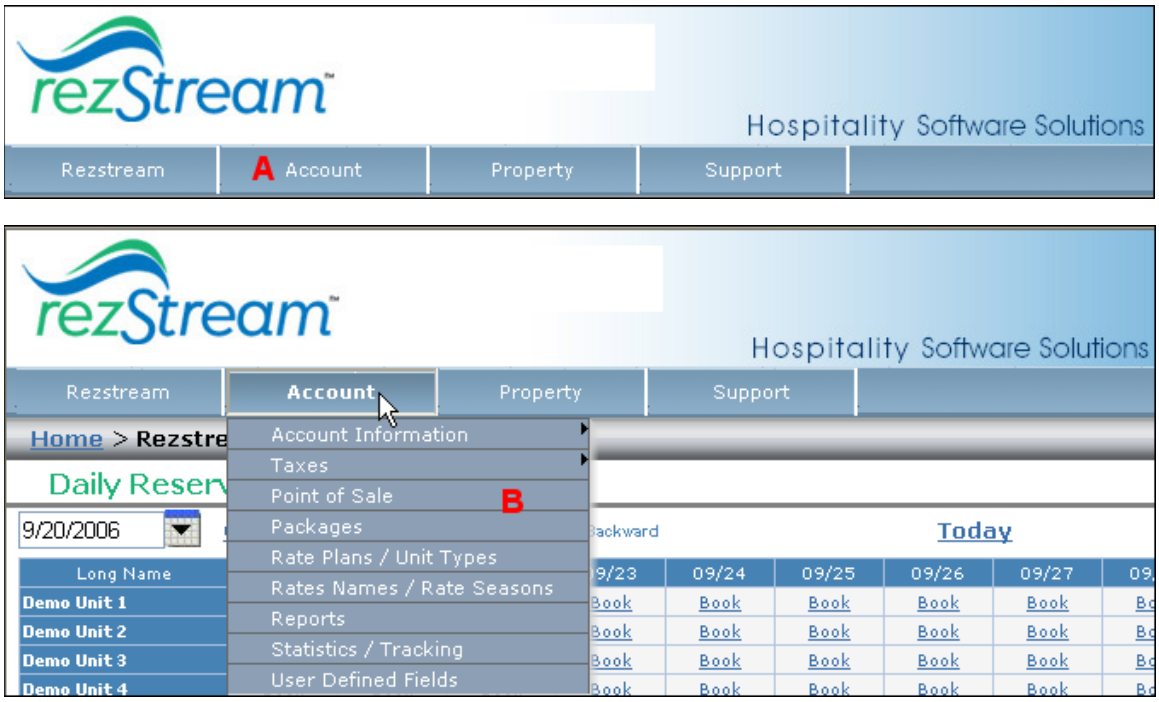
ICON	DESCRIPTION
	Edit Icon: Use to change or add information. The edit icon is displayed in a number of forms. Example: Account > Account Information > Users. Here, use the edit icon to change a RezStream Booking Engine user details.
	Delete Icon: Left click this icon to delete an item. Example: Account > Account Information > Users. Here, use the delete icon to delete a RezStream Booking Engine user.

STANDALONE ACCOUNT CONFIGURATION

If you are not using RezStream Professional desktop software in conjunction with the RezStream Booking Engine, the RezStream Booking Engine must be configured as if you have a blank database that you will add information to. Information about your property will fall into one of two categories:

1. Account (creation of account information, users, taxes, point of sale items, rates, etc.)
2. Property (property information, finance settings, letters, booking engine setting options, etc.)

The RezStream Booking Engine is configured sequentially, adding information to the Account section first, followed by adding information to the Property section next. Placing your cursor on the text "Account" (A) in the top navigational toolbar displays a drop-down list of Account related topics (B). Alternatively, placing your cursor on the heading "Property" will display a drop-down list of Property related topics.



ACCOUNT SETUP

Account setup for the RezStream Booking Engine is organized into the following categories:

1. Account Information
    a. Details
    b. Users
    c. Photos/Images/Media
    d. Amenities
    e. Sources
    f. Reasons
2. Taxes
    a. Tax Groups
    b. Individual Taxes
3. Point of Sale
4. Packages
5. Rate Plans/Unit Types
6. Rate Names/Rate Seasons
7. Reports
8. Statistics/Tracking
9. User Defined Fields

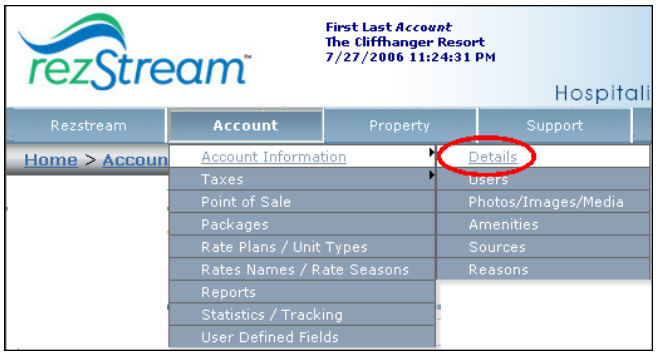
ⓘ ***This section will take you through the Account setup menu for The Powder Hound Inn. The Account menu is organized in the order in which forms should be completed, beginning with all sections in Account Information and ending with User Defined Fields.***

ACCOUNT INFORMATION

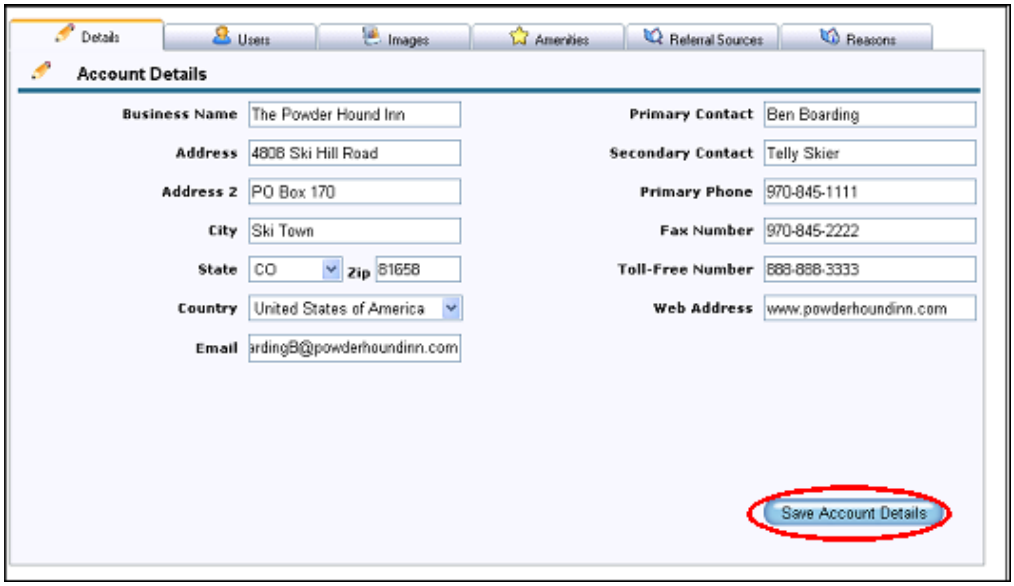
The Account > Account Information link contains headings for Details, Users, Photos/Images/Media, Amenities, Sources, and Reasons. Each of these links is described in the sections below.

DETAILS

The Details form is accessed by clicking Account > Account Information > Details. Alternatively, click Account > Account Information and select the Details tab.



Our sample property, The Powder Hound Inn, will complete the Account Details form using the information provided on page 14.



The following table contains a description of each field in the Account Details form.

FIELD	DESCRIPTION
Business Name	Manually enter the name of your property.
Address, Address 2	Manually enter the property's physical address.
City	Manually enter the city where your property is located.
State	Choose the state where your property is located.
Zip	Manually enter the property's zip code.
Country	Choose the country where your property is located.
Email	Manually enter the email address for your owner or manager.
Primary Contact	Manually enter the owner or manager's name.
Secondary Contact	Manually enter the person to contact if the owner or manager is not available.
Primary Phone	Manually enter the owner or manager's phone number.
Fax Number	Manually enter the owner or manager's fax number.
Toll-Free Number	Manually enter the property's toll-free number.
Web Address	Manually enter the property's web address.

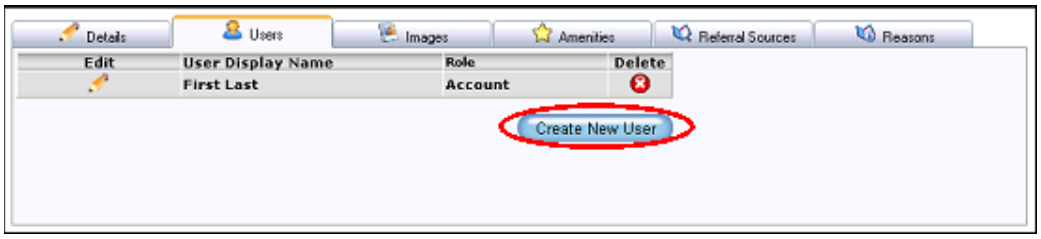
Do not manually enter data in drop-down fields. Simply click the down arrow and select an option from the list.

ⓘ ***Click the "Save Account Details" button after completing the form!***

USERS

You will need to create a user profile for each employee that will use the RezStream Booking Engine Online Administrative Interface whether they will be responsible for actually configuring the RezStream Booking Engine or just making reservations. The RezStream Booking Engine allows for creation of multiple users with similar or different account permission settings. Permission settings grant full or limited access to key property information such as unit rates and policies.

From the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Users link. The Users form is displayed.

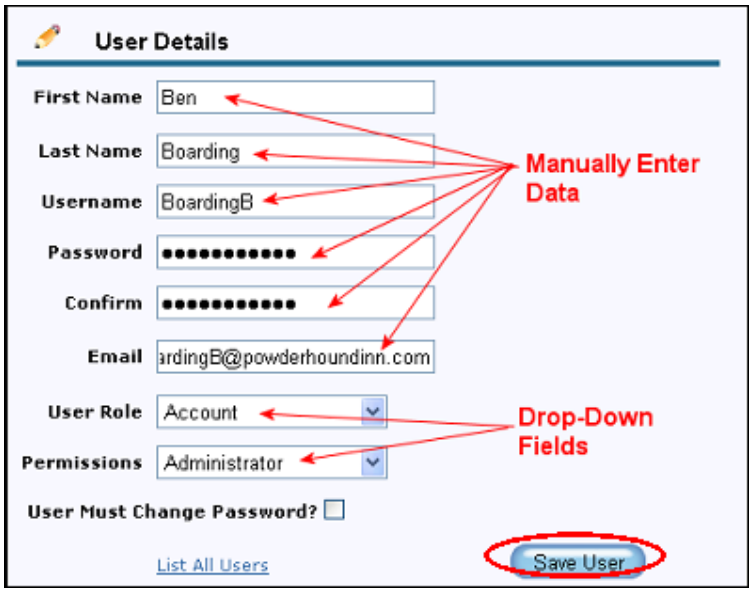


In The Powder Hound Inn example, two users will be added, Ben Boarding and Telly Skier. The information for these two users is listed below.

1) Ben Boarding
   - Username – BoardingB
   - Password – neversummer
   - Email – BoardingB@powderhoundinn.com
2) Telly Skier
   - Username – SkierT
   - Password – pinhead
   - Email – SkierT@powderhoundinn.com

Creating New Users

Click the Create New User button. A blank User Details form is displayed. Complete the form for Ben Boarding with the information previously listed.

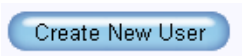


A description of each field in the User Details form is included in the following table.

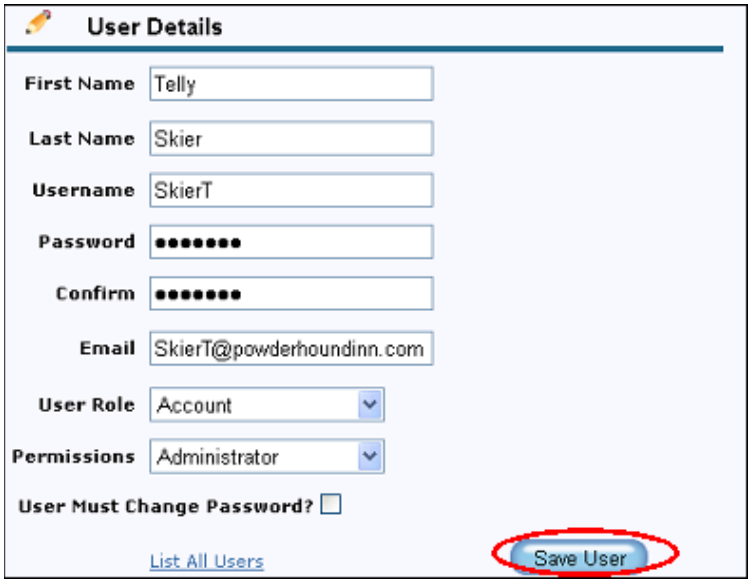
FIELD	DESCRIPTION
First Name	Enter the user's first name.
Last Name	Enter the user's last name.
Username	Enter a unique name that this user will use when logging into the RezStream Booking Engine Online Administrative Interface.
Password	Enter the password the person will use when logging into the RezStream Booking Engine Online Administrative Interface.
Confirm	Enter the password a second time.
Email	Enter the user's email address.
User Role	If the User should have access to the Account menu, set the User Role to Account. To restrict the user from seeing the Account menu, set the User Role to Property.
Permissions	Users with Administrator permissions are allowed to add other users.
User Must Change Password?	If this box is checked, the user must change their password the first time they login to the RezStream Booking Engine Online Administrative Interface.

ⓘ ***Click the Save User button after completing this form!***

After adding Ben Boarding to the list of users at The Powder Hound Inn, the Users form is updated with the grid of active users. Next, click the Create New User button again to add Telly Skier.



Complete the User Details form for Telly Skier.



Always click the Save User button after completing the User Details form for a new user. Once Telly is added to the database, his user name is displayed on the Users form along with a message confirming the new user has been added successfully.

Edit an Existing User's Profile

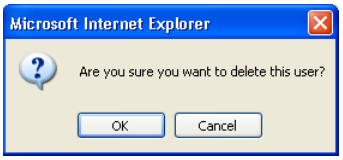
If information added to a user profile needs to be updated, click the Account > Account Information > Users link. The Users form is displayed. Click the edit icon ( ) next to the user's name whose information needs editing. The User Details form for that user will display. The following fields can be changed after a user profile has been created.

- First Name
- Last Name
- Username
- Password
- Email
- User Role
- Permissions
- User Must Change Password

To make a change to an existing user profile, move the cursor to any field in the User Details form and make the appropriate changes. Remember to choose from the drop-down list for User Role and Permissions categories. Once the changes are made, click the Save User Information button.

Delete an Existing User

If Ben Boarding or Telly Skier were to leave The Powder Hound Inn or no longer need access to the RezStream Booking Engine Online Administrative Interface, their accounts would be deleted using the Account > Account Information > Users link. The Users form is displayed. Click the delete icon ( ) to the right of the user's name. The system displays the following prompt.



Click OK to delete the user. An updated Users form is displayed.

PHOTOS/IMAGES/MEDIA

Displaying images to online guests in the RezStream Booking Engine can be helpful in creating a more visual reservation experience for your potential guests. If you want to display images of your property, unit types, or specific individual rooms when a guest checks availability on your website, digitize these images into high quality JPEG files no larger than 200 pixels x 300 pixels.

Images can then be used to entice Internet guests to book reservations at your property. Images can be uploaded to the RezStream Booking Engine and assigned to one of the categories listed in the table below.

CATEGORY	DESCRIPTION
NoCategory	A photo that has been uploaded but may not be currently assigned.
PropertyOnly	A photo of the property or common guest areas.
UnitOnly	A photo of a specific accommodation.
PointofSaleOnly	A photo of a point of sale item.

Our fictional property, The Powder Hound Inn, will upload the following photos to help guests become familiar with the Inn. In addition, the inn will upload a unit specific photo for their signature suite, The Hemmingway Suite. The first four photos will be added to the "PropertyOnly" category. The last one will be added to the "UnitOnly" category.

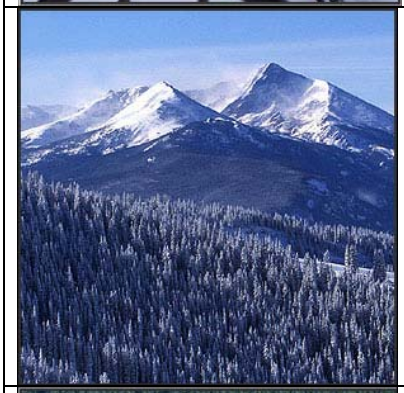
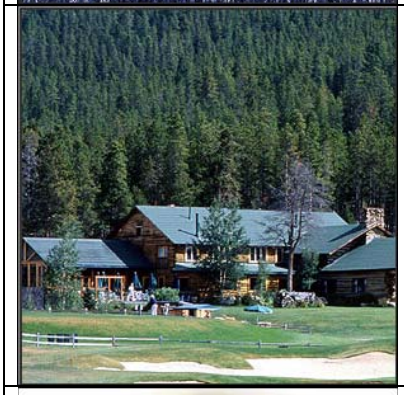
PHOTO	DESCRIPTION	FILE NAME
	Winter Photo #1	PH1.jpg
	Mountain View from the Inn	PH2.jpg
	Summer Photo #1	PH3.jpg
	Spa Area	PH4.jpg

PHOTO	DESCRIPTION	FILE NAME
	The Hemmingway Suite	PH5.jpg

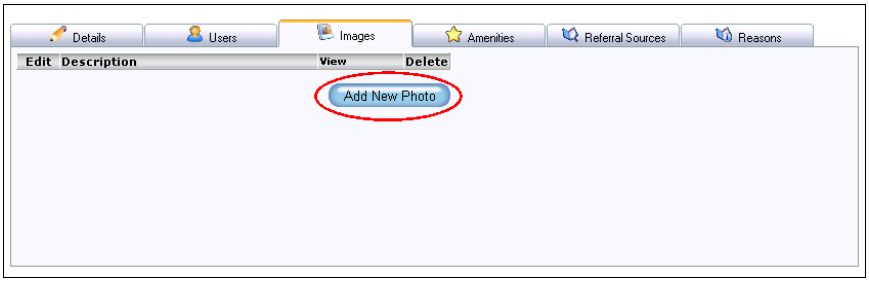
ⓘ ***Prior to uploading photos, the photos must be digitized and saved as .jpg or .gif files.***

Add a New Photo

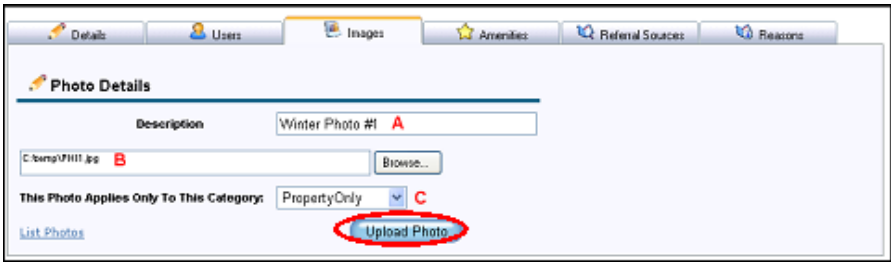
The Powder Hound Inn will use the following steps for adding the "Property" photos described in the table on the previous page.

1. Click the Account > Account Information > Photos/Images/Media link.

2. The Images form is displayed. Click the Add New Photo button.



3. The Photo Details form is displayed. Enter a description for the image (A) and click the Browse button to locate the image on your local drive or network (B). Use the "This Photo Applies Only to This Category" drop-down field to specify a photo category (C). Categories include NoCategory, PropertyOnly, UnitOnly, and PointofSaleOnly.



4. Click the Upload Photo button.

5. The photo is now listed in the Account > Account Information > Photos/Images/Media > Images form. Click the Add New Photo button again to upload the next photo.

Edit an Existing Photo

Once a photo has been uploaded to the RezStream Booking Engine, the Images form can be used to change the following fields.

1. Description
2. Category

While it may not be a common task, there may be an occasion where a property wants to update the description used to describe a photo that has been uploaded to the RezStream Booking Engine Online Administrative Interface. To change the description for the spa area photo, for example, use the following steps.

1. Click the Account > Account Information > Photos/Images/Media link.
2. The Images form is displayed which includes a grid that lists all existing photos. Click the edit icon ( ) that corresponds to the "Spa Area" photo.
3. The Photo Details form is displayed. Update the description field as desired.
4. Click the Save Changes button.

Delete an Existing Photo

Use the following steps for deleting a photo that has been uploaded to the RezStream Booking Engine.

1. Click the Account > Account Information > Photos/Images/Media link.
2. The Images form is displayed which includes a grid that lists all existing uploaded photos. Click the delete icon ( ) that corresponds to the appropriate photo to be deleted.

View Existing Photos

To view existing photos, click the Account > Account Information > Photos/Images/Media link. The Images form is displayed which includes a grid that lists all existing uploaded photos. By default, images are sorted alphabetically.

AMENITIES

In the RezStream Booking Engine, listing amenities that describe individual units at your property can help Internet guests who are searching for rooms with particular features. Listing amenities that describe property attributes are beneficial as well. Both these types of amenity listings are called searchable amenities.

For example, an Internet guest visiting The Powder Hound Inn's website may be looking for a room with a private balcony. In this example, the term "private balcony" is a searchable unit level amenity as it describes an amenity that is related to a particular room. Amenities that describe the property as a whole are known as standard amenities. An example of a standard or property amenity is a hotel's pool as all guests have access to this amenity.

The following table lists property level (standard) amenities and unit level amenities at The Powder Hound Inn.

PROPERTY LEVEL AMENITIES	UNIT LEVEL AMENITIES
Heated Pool	Jacuzzi Tub
Full Service Spa	Private Balcony
Exercise Room	Mountain View
	Ski In/Ski Out
	Handicap Accessible
	Non-Smoking

ⓘ ***All amenities are defined in the Account setup menu of the RezStream Booking Engine Online Administrative Interface. They are flagged as searchable or non-searchable during Property setup.***

Add a New Amenity

Unit level amenities can be flagged as sortable or non-sortable. Sortable amenities are displayed when guests enter their arrival and departure dates in the RezStream Booking Engine. While non-sortable unit level amenities do not appear while guests are searching for accommodations, they can be included in the available rooms listing when a guest is selecting an accommodation.

Based on the information in the preceding table, the following amenities will be defined for our sample property.

Property level (standard) amenities:

- Heated Pool
- Full Service Spa
- Exercise Room

Sortable unit level amenities:

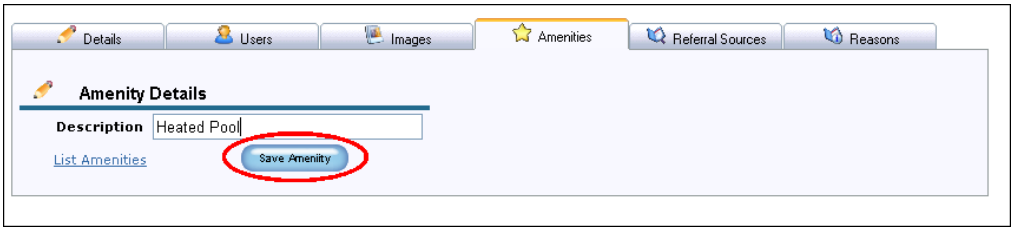
- Jacuzzi Tub
- Private Balcony
- Mountain View
- Ski In/Ski Out
- Handicap Accessible
- Non-Smoking

Use the following steps for adding a new amenity that will later be assigned to either the property as a whole or a specific unit.

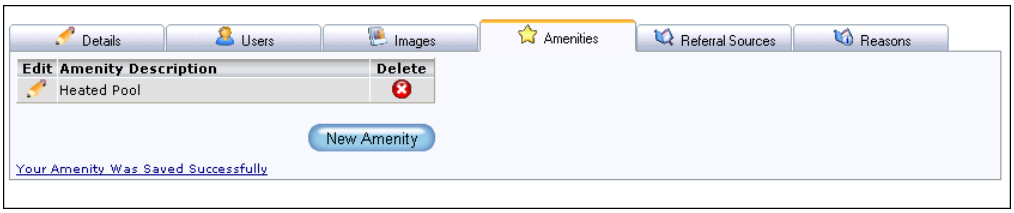
1. In the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Amenities link.

2. The Account Administration > Amenities form is displayed. Click the New Amenity button.

3. The Amenity Details form is displayed. Enter a description for the amenity and click the Save Amenity button.

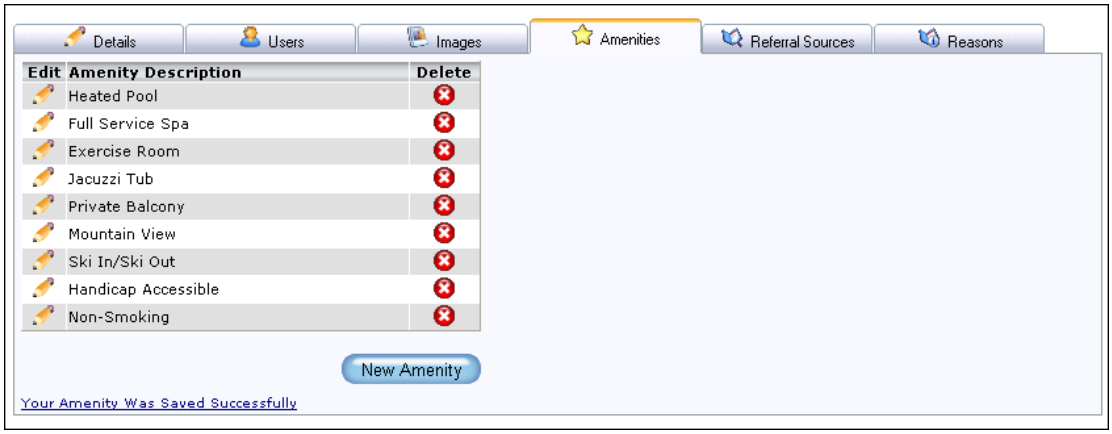


4. The new amenity is displayed in the amenity grid.



5. To add the next amenity, click the New Amenity button and complete step 3.

After adding all of the sample property's amenities, the grid appears similar to the following image.



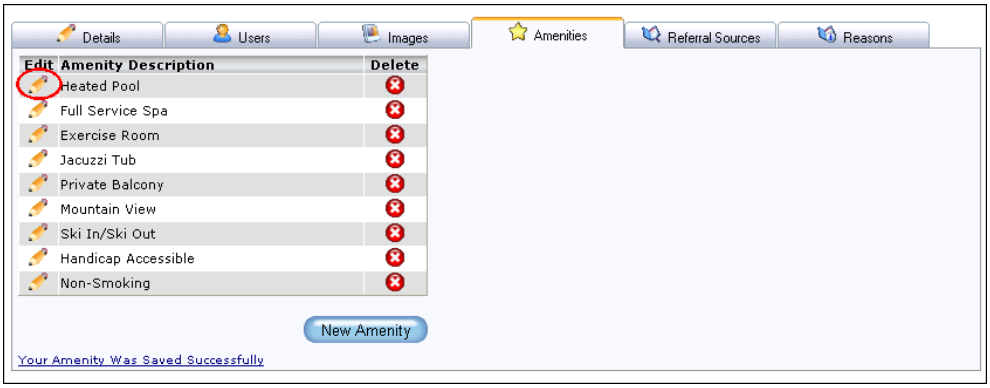
Edit an Existing Amenity

After an amenity has been added, the only field that can be changed is the amenity description.

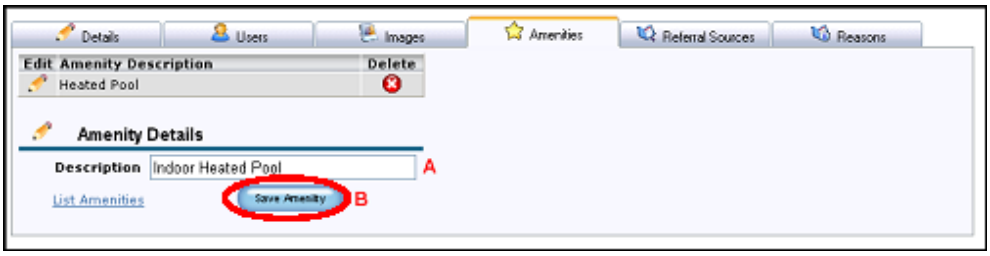
In our example, the General Manager has decided to change the "Heated Pool" amenity to "Indoor Heated Pool" to market the fact that guests can use the pool at any time of the year. Use the following steps for making this change.

1. From the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Amenities link.

2. The Account Administration > Amenities form is displayed. The form includes a grid that lists every existing amenity. Click the edit icon ( ) that corresponds to the "Heated Pool" amenity.



3. The Amenity Details form is displayed. Update the amenity's description (A) and click the Save Amenity button (B).

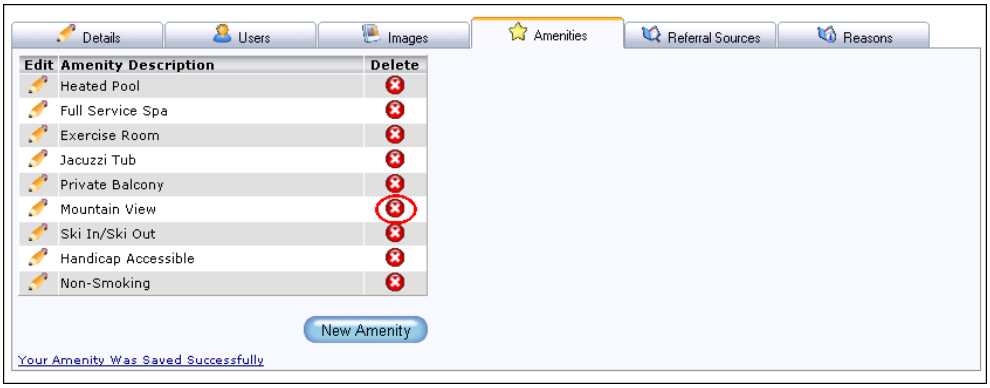


Delete an Existing Amenity

Use the following steps for deleting an existing amenity. For example, let's assume that the sample property has recently completed a remodel that made it possible to advertise all of their rooms as having "Mountain Views." In this example, "Mountain View" as a unique amenity can be deleted from the RezStream Booking Engine using the following steps.

1. From the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Amenities link.

2. The Account Administration > Amenities form is displayed. The form includes a grid that lists every existing amenity. Click the delete icon ( ) that corresponds to the "Mountain View" amenity.



3. The system displays a confirmation message. Click OK to delete this amenity.

View Existing Amenities

To view existing amenities, use the following steps.

1. From the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Amenities link.

2. The Account Administration > Amenities form is displayed. This form includes a grid that lists each existing amenity. Amenities are displayed in the order they were created.

SOURCES

Tracking sources will help you determine how guests found out about your property. This information is useful when deciding how to allocate future marketing dollars and for performing return on investment analysis on current advertising mediums. In our Powder Hound Inn example, the following sources will be defined using the Account > Account Information > Sources link.

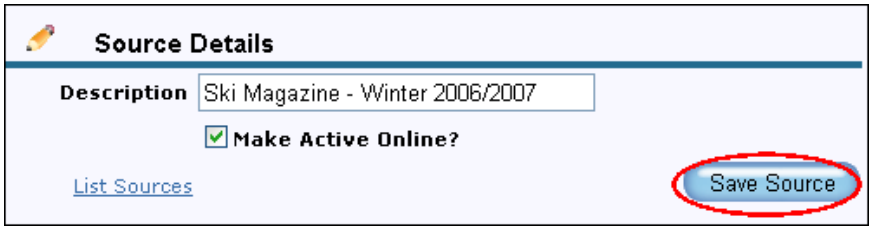
- Local Chamber of Commerce
- Outdoor Magazine – Winter, 2006/2007
- Ski Magazine – Winter, 2006/2007
- Ski Town, CO Website
- The Dallas Morning News – Winter, 2006/2007
- Word of Mouth

Use the following steps to add Sources to the RezStream Booking Engine Online Administrative Interface.

1. Click the Account > Account Information > Sources link.

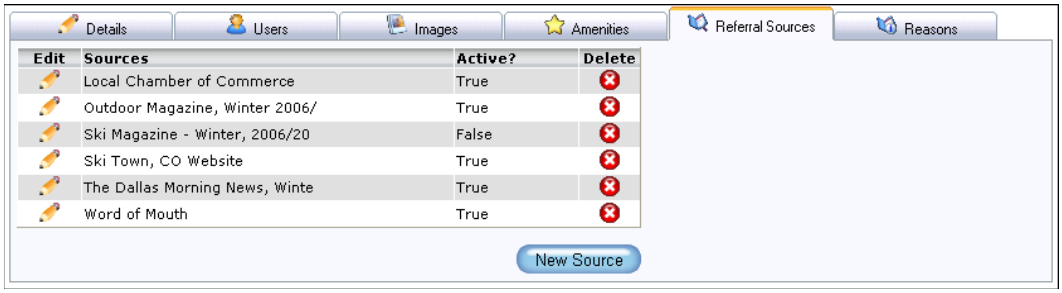
2. Click the New Source button.

3. Enter a description, click the Make Active Online? check box, and then click the Save Source button.



4. To add additional sources, repeat steps 2 and 3.

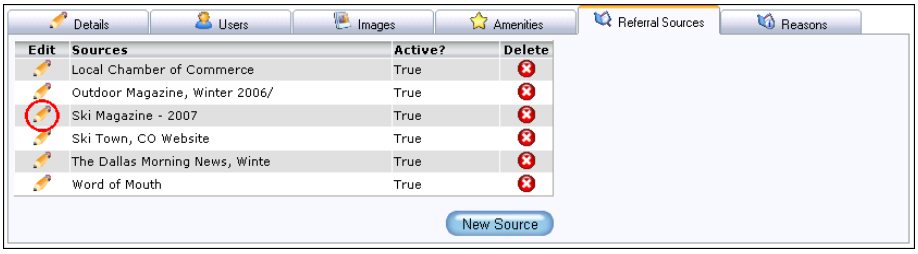
After adding all sources for The Powder Hound Inn, the Sources table appears similar to the following image.



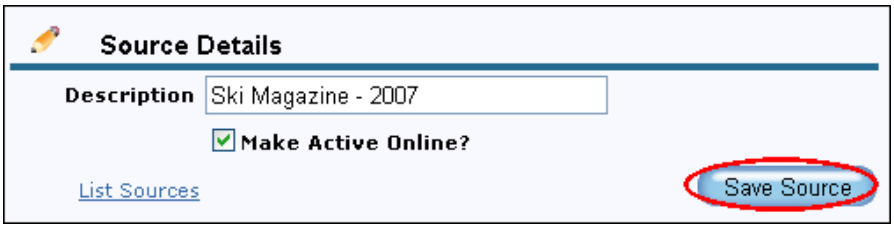
Edit an Existing Source

From time to time it may be necessary to edit a description for a source. Assume the Ski Magazine ad has been extended through the end of 2007. In this example, this source description will be updated to "Ski Magazine 2007." Use the following steps for completing this task.

1. Click the Account > Account Information > Sources link.
2. A list of existing sources is displayed. Click the edit icon ( ) that corresponds to the "Ski Magazine – Winter 2006/2007" source.



3. Update the description and click the Save Source button.

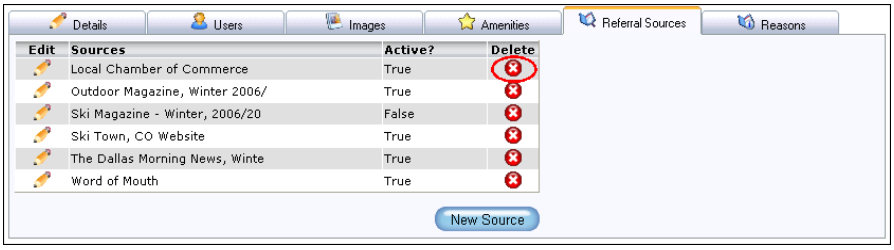


Delete an Existing Source

Sources can also be deleted using the Account > Account Information > Sources link. Assume The Powder Hound Inn decides to stop tracking reservations from the Local Chamber of Commerce. In this case, the Local Chamber of Commerce source can be deleted using the following steps.

1. Click the Account > Account Information > Sources link.

2. A list of existing Sources is displayed. Click the delete icon ( ) that corresponds to the "Local Chamber of Commerce" source.



3. The system displays a confirmation message. Click OK to delete this source.

View Existing Sources

To view existing sources, use the following steps.

1. From the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Sources link.

2. The Account Administration > Sources form is displayed. This form includes a grid that lists each existing source. Sources are displayed alphabetically.

REASONS

Reasons can be used to track why guests are visiting your property. By tracking this information, decisions can be made on what types of media outlets can be used to market your property. In our Powder Hound Inn example, the following reasons will be defined using the Account > Account Information > Reasons link.

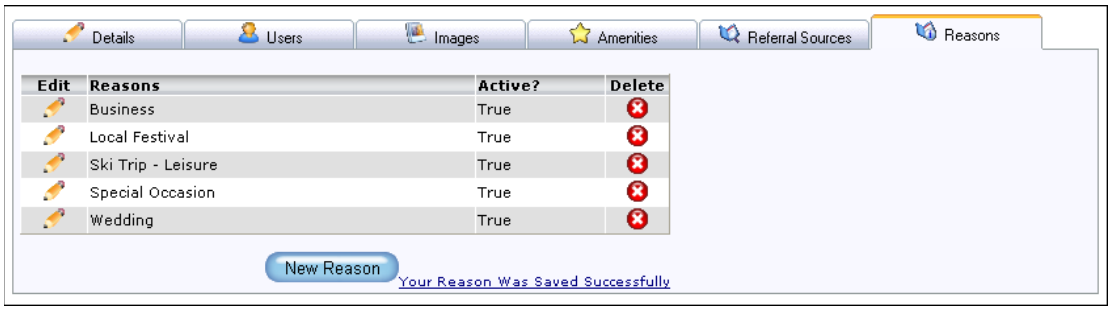
- Business
- Local Festival
- Ski Trip – Leisure
- Special Occasion
- Wedding

Use the following steps to add reasons to the RezStream Booking Engine Online Administrative Interface.

1. Click the Account > Account Information > Reasons link.
2. Click the New Reason button.
3. Enter a description, click the Make Active Online? check box, and then click the Save Reason button.

4. To add additional reasons, complete steps 2 and 3.

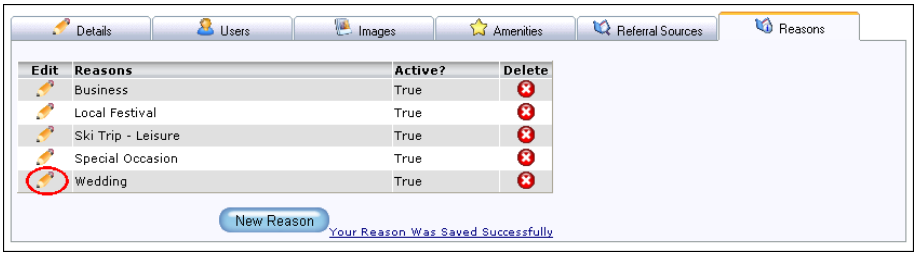
After adding all reasons for The Powder Hound Inn, the Reasons table appears similar to the following image.



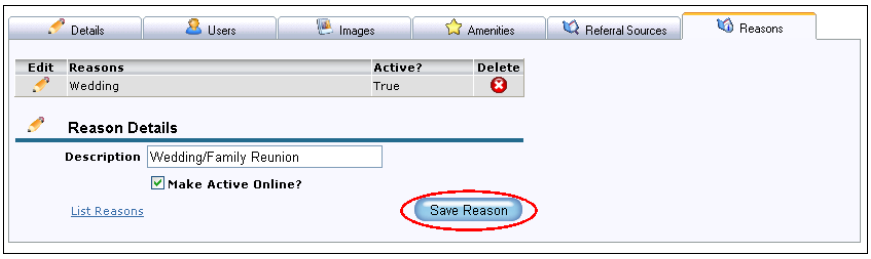
Edit an Existing Reason

From time to time it may be necessary to edit the description for a reason. For example, The Powder Hound Inn decides that the "Wedding" reason is too specific to have its own individual category. The property decides to change the reason to "Wedding/Family Reunion" in order to better track an increase in business that includes family reunions. Use the following steps for completing this task.

1. Click the Account > Account Information > Reasons link.
2. A list of existing reasons is displayed. Click the edit icon ( ) that corresponds to the "Wedding" reason.



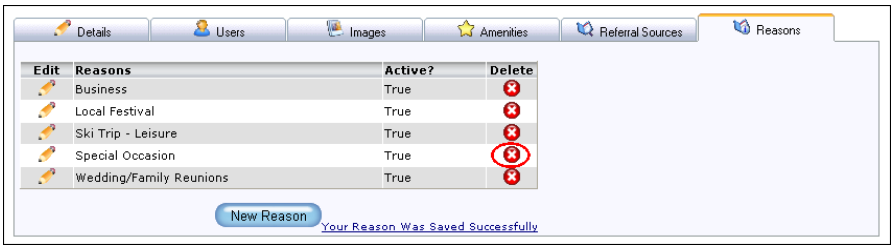
4. Update the description and click the Save Reason button.



Delete an Existing Reason

Reasons can also be deleted using the Account > Account Information > Reasons link. For example, assume The Powder Hound Inn decides that the "Special Occasion" reason is too broad a category and that tracking this reason does not offer enough information to assist in targeting potential guests. In this case, the Special Occasion reason can be deleted using the following steps.

1. Click the Account > Account Information > Reasons link.
2. A list of existing reasons is displayed. Click the delete icon ( ) that corresponds to the "Special Occasion" reason.



4. The system displays a confirmation message. Click OK to delete this reason.

View Existing Reasons

To view existing reasons, use the following steps.

1. From the RezStream Booking Engine Online Administrative Interface, click the Account > Account Information > Reasons link.
2. The Account Administration > Reasons form is displayed. This form includes a grid that lists each existing reason. Reasons are displayed alphabetically.

TAXES

By creating individual taxes and then creating groups of taxes, the RezStream Booking Engine supports unlimited tax combinations. To define The Powder Hound Inn's tax tables, the following steps must be completed in this order.

1. **Define Individual Taxes**
    a. State Tax – 2.9%
    b. Local Tax – 4.5%
    c. Resort Tax – 1%
    d. Exempt Tax – 0%

ⓘ ***When creating individual taxes, it is a good idea to include an individual tax called "Exempt" with a value of 0 for use in possible tax-exempt situations.***

2. **Enter the Tax Percentage for each Individual Tax**
    In the RezStream Booking Engine, tax rates, or percentages, are based on an effective date. For three out of the four individual taxes that apply at The Powder Hound Inn, there is only one tax percentage, and therefore, only one effective date. We will use 01/01/07 as our effective date when entering the following tax percentages for The Powder Hound Inn.
    a. State Tax – 2.9%
    b. Local Tax – 4.5%
    c. Resort Tax – 1%
    d. Tax Exempt – 0%

ⓘ ***On June 1, 2007 the State Tax at The Powder Hound Inn is slated to increase to 3.1%.***

    The State tax change will make it necessary to add a second tax season to The Powder Hound Inn's State tax details. Because the Local and Resort taxes are slated to remain constant for the foreseeable future, these taxes will only have one effective date.

3. **Assign Individual Taxes to Tax Groups**
    Once individual taxes and tax seasons are added for The Powder Hound Inn, tax groups must be defined in order to handle the various combinations of taxes charged for individual goods and services. Based on the offerings at The Powder Hound Inn, we will create the following four tax groups.
    a. Lodging (State, Local, and Resort)
    b. Gift Shop Items (State and Local)
    c. Lunch (State and Local)
    d. Lift Tickets (Local and Resort)

Tax groups can be comprised of as few as one individual tax.

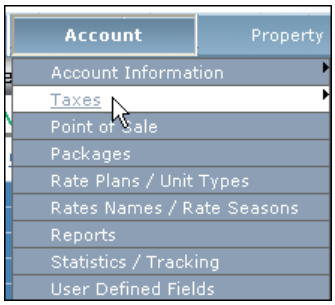
STEP ONE: MANAGING INDIVIDUAL TAXES

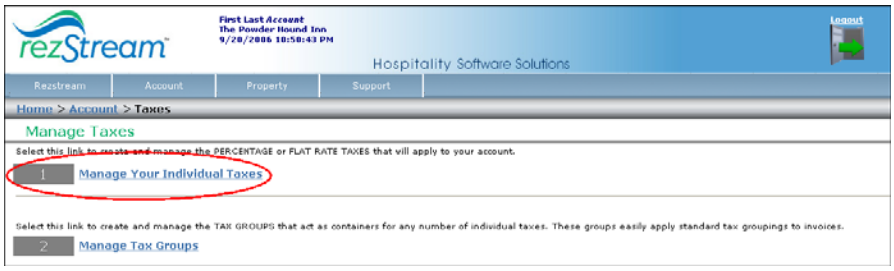
Use the Account > Taxes > Manage Your Individual Taxes link for completing the following tasks.

1. Add New Individual Taxes and Tax Seasons
2. Edit an Existing Individual Tax
3. Delete an Existing Individual Tax
4. Delete an Existing Tax Season
5. View Existing Taxes and Tax Seasons

Add New Individual Taxes and Tax Seasons

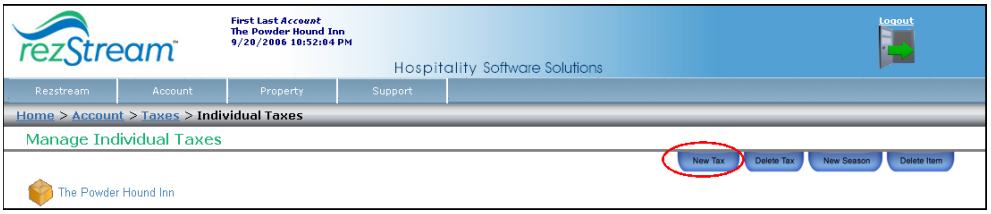
To setup **Individual Taxes** for The Powder Hound Inn, click Account > Taxes and select the Manage Your Individual Taxes link.



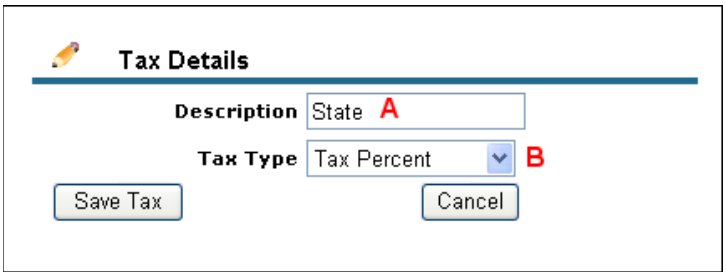

rezStream
Hospitality Software Solutions
Logout
Rezstream
Account
Property
Support
Home > Account > Taxes
Manage Taxes
Select this link to create and manage the PERCENTAGE or FLAT RATE TAXES that will apply to your account.
1
Manage Your Individual Taxes
Select this link to create and manage the TAX GROUPS that act as containers for any number of individual taxes. These groups easily apply standard tax groupings to invoices.
2
Manage Tax Groups

The Manage Individual Taxes form is displayed. Use the following steps for adding the State tax.

1. Click the New Tax button.



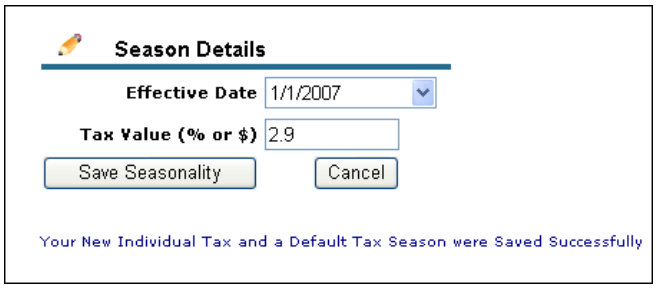
2. The Tax Details form is displayed. Enter a description for your first individual tax (A) and choose a tax type from the drop-down menu (B).



Although The Powder Hound Inn's individual taxes all fall into the Tax Percent type, the following table defines each individual tax type option.

TAX TYPE	DESCRIPTION
Tax Percent	A tax that is charged as a percentage. Most individual taxes will fall into this category.
Use Per Day	A fee that is added to a charge on a daily basis. For example, an administrative fee that is added on top of a daily boat rental.
Use Fee Per Invoice	A fee that is added as a lump sum charge. For example, a four-day boat rental is charged a one-time $5 administrative fee.
Gratuity Percent	The percentage amount that is automatically charged for gratuities.
Gratuity Fixed	A flat dollar amount that is charged for gratuities. For example, a property may charge an automatic $25 per stay for staff gratuities.
Inclusive Tax Percentage	Inclusive taxes are included in the total amount. For example, the $100 charge includes tax.
Inclusive Use Fee per Day	A fee, included in the rate, which is charged per day.

3. After completing the Tax Details screen for State tax, click the Save Tax button. The Season Details form displays. Here, enter the tax value (percentage) for the State tax.

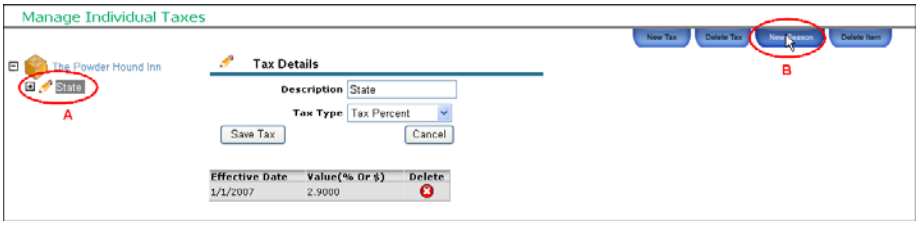


ⓘ ***The effective date defaults to the current date. In our Powder Hound Inn example, the effective date is 1/1/2007.***

4. Click the "Save Seasonality" button.

5. Due to the fact that the State tax is slated to increase on 6/1/2007, a second tax season must be added. To add the second State tax season, use steps A – D below.

   A. Click the State individual tax (A) and then click the New Season button (B).



   B. The Season Details form is displayed. Enter the effective date and tax value associated with the slated tax increase.

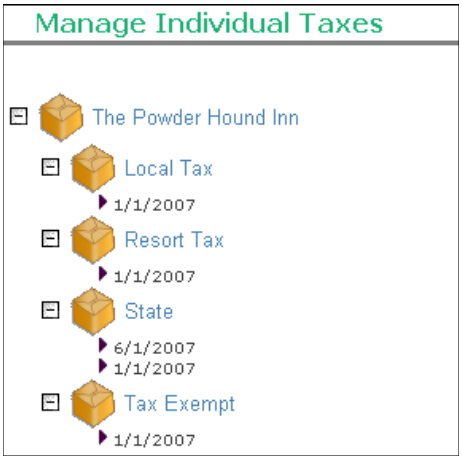
ⓘ ***For percentage taxes, you do not have to use a % symbol when entering the tax amount. Just type in the tax rate, for example, 2.9 or 3.1.***

   C. Click the Save Seasonality button. The slated State tax increase effective date is now displayed below the State heading.

Repeat steps 1 – 4 in this section to add the Local, Resort, and Exempt tax details.

ⓘ ***Due to the fact that there are no scheduled tax increases for the Local, Resort, and Exempt taxes, step 5 may be skipped for these individual taxes.***

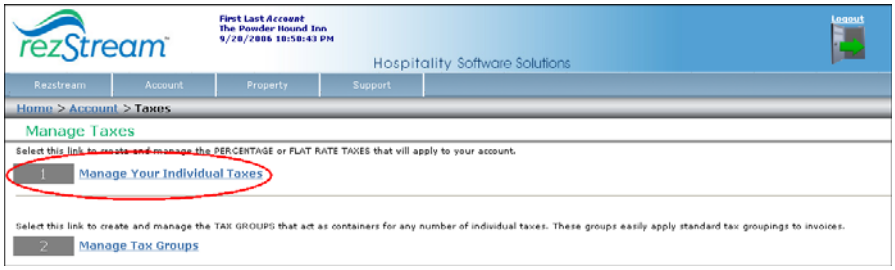
Once The Powder Hound Inn has added all four individual taxes, the Manage Individual Taxes form looks similar to the following image.



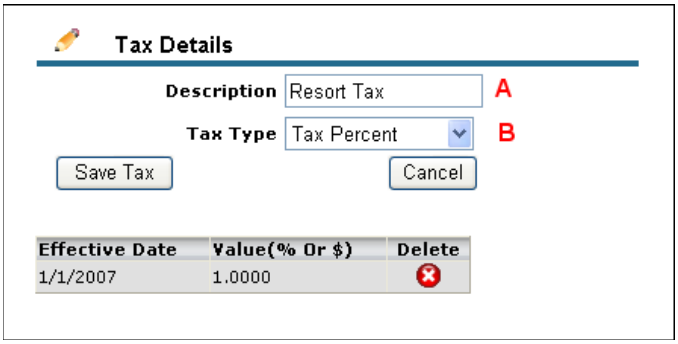
ⓘ ***Individual taxes are listed in alphabetical order.***

Edit an Existing Individual Tax

After defining individual taxes, it may be necessary to make a change to a tax description, a tax type, a tax season effective date, or the percentage charged during a tax season. Changes to individual taxes are made by clicking the Account > Taxes link and selecting the option for Manage Your Individual Taxes.

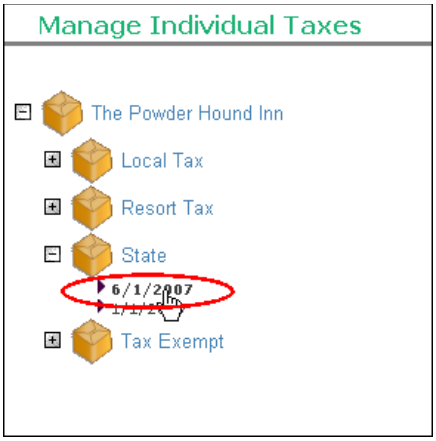

rezStream
Hospitality Software Solutions
Logout
Rezstream
Account
Property
Support
Home > Account > Taxes
Manage Taxes
Select this link to create and manage the PERCENTAGE or FLAT RATE TAXES that will apply to your account.
1
Manage Your Individual Taxes
Select this link to create and manage the TAX GROUPS that act as containers for any number of individual taxes. These groups easily apply standard tax groupings to invoices.
2
Manage Tax Groups

The Manage Individual Taxes form is displayed. To change the tax's description or tax type, click the name of the tax. The Tax Details form is displayed where the description field can be updated (A) or the drop-down menu can be used for selecting a new tax type (B).

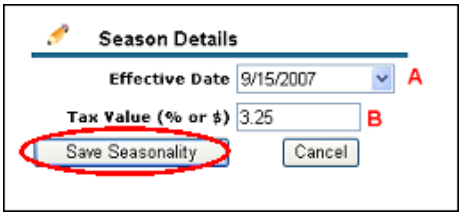


Use the following steps to change either the tax season effective date or the tax percentage attached to that date. In this example, let's assume that the State tax increase for The Powder Hound Inn has been delayed until 9/15/2007. And, instead of the tax increasing to 3.1%, it will now be 3.25%.

1. Click the Account > Taxes link.
2. Select the option for Manage Your Individual Taxes.
3. Click the "+" to the left of the State tax.
4. Click the effective date that will be changed (6/1/2007).



5. The Season Details form is displayed. Here, change the effective date field (A) to 9/15/07 and the tax value field to 3.25 (B).

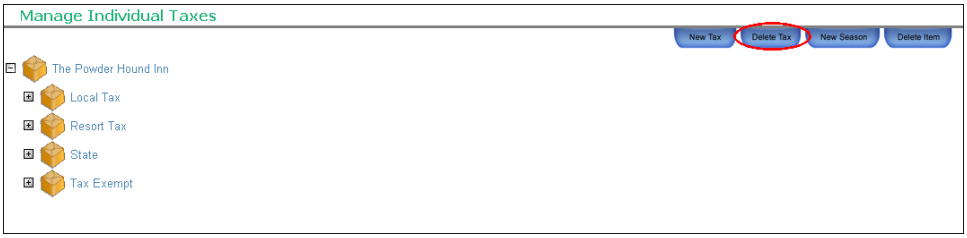


6. Click the Save Seasonality button.

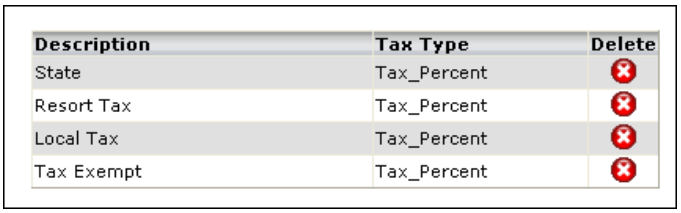
Delete an Existing Individual Tax

If an individual tax must be deleted, use the following steps.

1. Click the Account > Taxes link.
2. Click the Manage Your Individual Taxes link.
3. Click the Delete Tax button.



4. A grid is displayed listing each tax along with a Delete column.



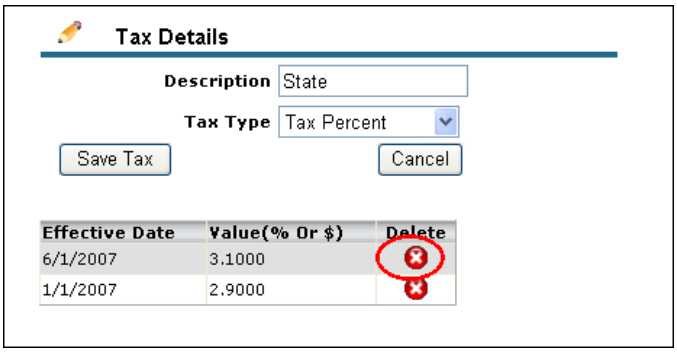
Description	Tax Type	Delete
State	Tax_Percent	
Resort Tax	Tax_Percent	
Local Tax	Tax_Percent	
Tax Exempt	Tax_Percent	

5. Click the delete icon ( ) that corresponds to the tax being deleted.

Delete an Existing Tax Season

Tax seasons are assigned to taxes and can be deleted if the situation arises. For example, assume the State tax increase for The Powder Hound Inn originally slated for 6/1/2007 has been overturned by the state legislature. Because of this recent decision, the tax season previously added in anticipation of the tax increase will be deleted using the following steps.

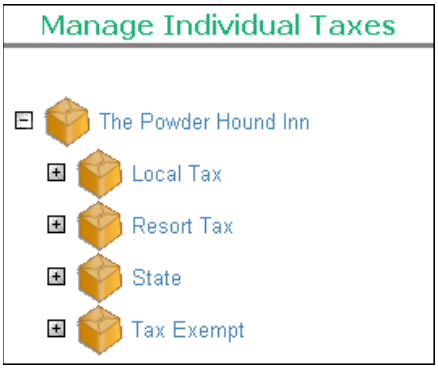
1. Click the Account > Taxes link.
2. Select the option for Manage Your Individual Taxes.
3. The Manage Individual Taxes form is displayed.
4. Click the State tax.
5. The Tax Details form appears along with a grid that displays each State tax season.



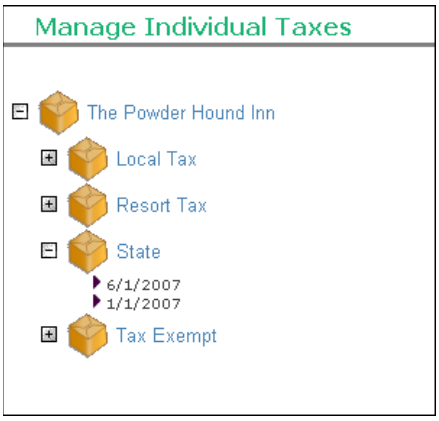
6. Click the delete icon ( ) associated with the effective date corresponding to the recently overturned tax increase.

View Existing Taxes and Tax Seasons

From time to time, it may be necessary to review tax or tax season details. To view a tax's description, click Account > Taxes and select the option for Manage Your Individual Taxes. Each tax description is listed on the Manage Individual Taxes form.



To view the list of seasons associated with an individual tax, click the "+" to the left of the tax name. In our example, clicking the "+" next to the State tax reveals its two seasons.



To check the details assigned to a specific tax season, click on the effective date to be viewed. The Season Details form is displayed.

STEP TWO: MANAGING TAX GROUPS

Tax groups are used to specify a bundle of individual taxes that will be charged in unison in order to arrive at the correct total for a specific charge. For example, at The Powder Hound Inn, a night of lodging is taxed at a different rate than a polo shirt purchased in the gift shop or an adult full-day lift ticket. To refresh your memory, our fictional Powder Hound Inn offers goods and services that are taxed in the following ways.

1. Lodging
   - State, Local, and Resort
2. Gift Shop Items
   - State and Local
3. Lunch
   - State and Local
4. Lift Tickets
   - Local and Resort

Of these four goods and services categories, there are only three unique tax combinations as gift shop items and lunches are taxed the same. Since it is wise to also create a tax group for exempt tax purposes, we will define the following four tax groups for The Powder Hound Inn.

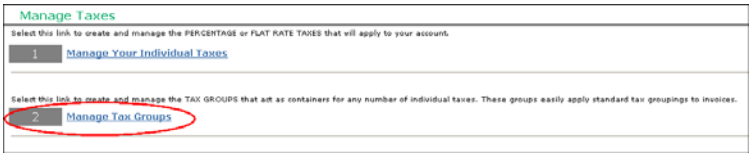
1. Lodging
2. Gifts/Lunch
3. Lift Tickets
4. Tax Exempt

Add a Tax Group

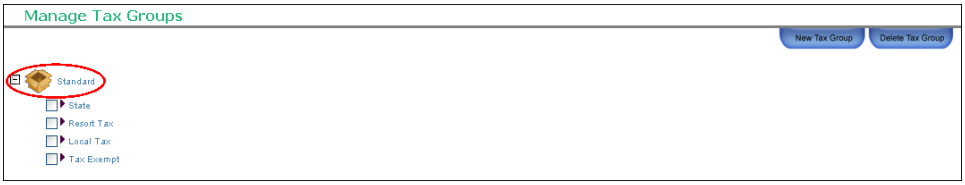
Use the following steps for adding a **Tax Group** to the RezStream Booking Engine Online Administrative Interface.

1. Click the Account > Taxes link.

2. Select the option for Manage Tax Groups.

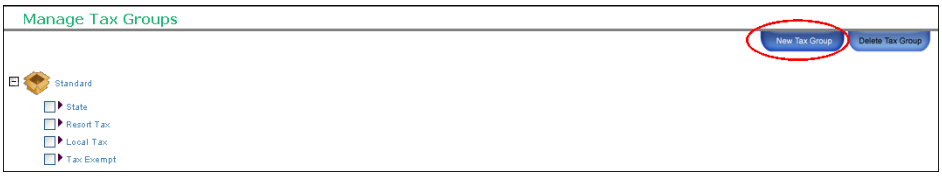

Manage Taxes
Select this link to create and manage the PERCENTAGE or FLAT RATE TAXES that will apply to your account.
1
Manage Your Individual Taxes
Select this link to create and manage the TAX GROUPS that act as containers for any number of individual taxes. These groups easily apply standard tax groupings to invoices.
2
Manage Tax Groups

3. The Manage Tax Groups form is displayed. The default tax group (Standard) installed with the RezStream Booking Engine is displayed.

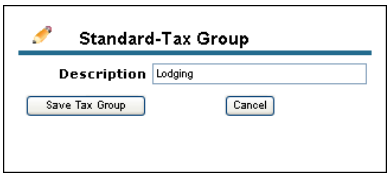


ⓘ ***Because demonstration data comes pre-installed with the RezStream Booking Engine, the Standard tax group cannot be deleted at this time. Instead, tax groups associated with The Powder Hound Inn will be added and the Standard tax group will be deleted in a subsequent step.***

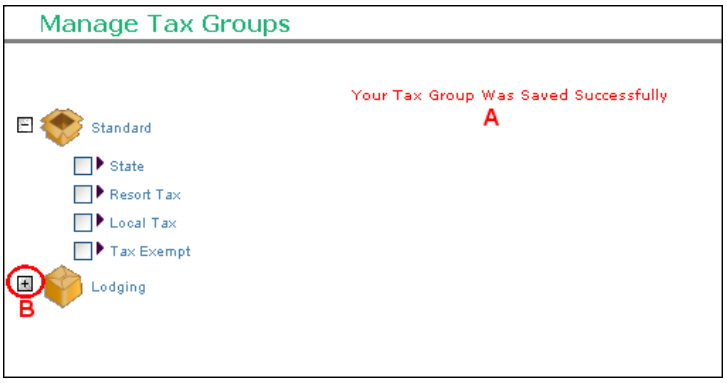
4. Click the New Tax Group button.



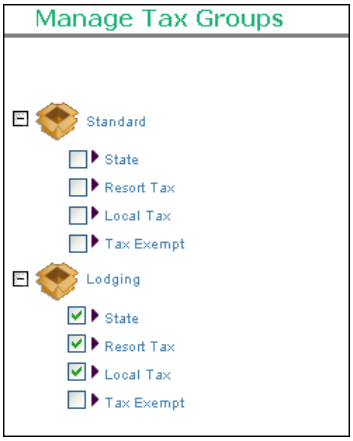
5. Enter a description for our first tax group, Lodging, and click the Save Tax Group button.



6. A message is displayed saying that the tax group was successfully saved (A). Click the "+" to the left of the Lodging tax group (B).



7. Enter a checkmark next to the individual taxes that apply to the tax group being defined.



Follow steps 1 - 7 to add the following tax groups for The Powder Hound Inn.

- Gifts/Food
- Lift Tickets
- Tax Exempt

ⓘ ***In the Tax Exempt tax group, select only the Tax Exempt individual tax.***

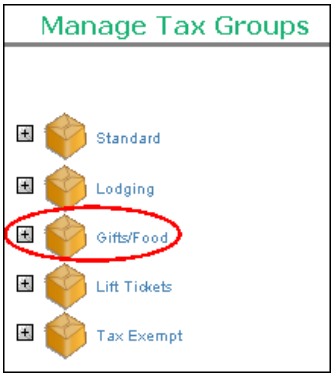
Edit an Existing Tax Group

Once a tax group has been defined, two edit functions are possible.

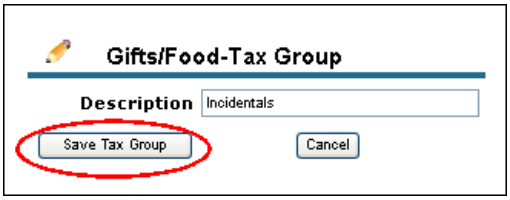
1. The name of the tax group can be changed.
2. The individual taxes associated with the group can be changed.

Both edit functions are described in this section. To make either change, first click the Account > Taxes link and then select the option for Manage Tax Groups. A list of existing tax groups is displayed. Use the following steps for changing the name of The Powder Hound Inn's Gifts/Food tax group to Incidentals.

1. Click the Gifts/Food tax group.



2. Change the description in the Tax Group form.



3. Click the Save Tax Group button.

Use the following steps for updating what individual taxes are assigned to a particular tax group.

1. Click the "+" sign to the left of the Incidentals tax group. A list of all individual taxes is displayed.

2. Select/de-select individual taxes that are assigned to the tax group by selecting or de-selecting the check box to the left of the individual tax heading.

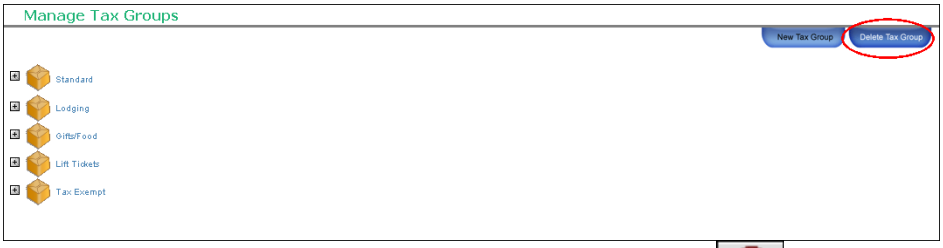
Delete an Existing Tax Group

There may be occasions where a tax group is no longer needed. For example, The Powder Hound Inn may stop selling lift tickets. Obsolete tax groups can be removed using the following steps.

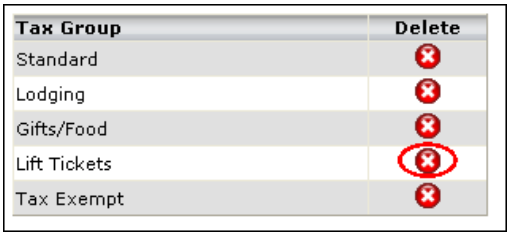
1. Click the Account > Taxes link.

2. Select the option for Manage Tax Groups.

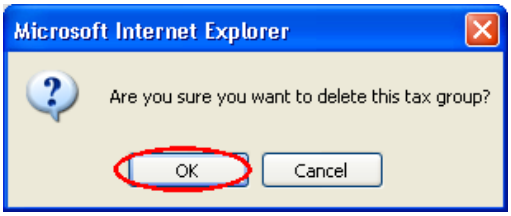
3. The Manage Tax Groups form is displayed. A list of existing tax groups is displayed. Click the Delete Tax Groups button.



4. A list of all tax groups is displayed in a table. Click the delete icon ( ) associated with the tax group being deleted.



5. The system displays a confirmation message. Click OK to delete the tax group.



View Existing Tax Groups

From time to time, it may be necessary to view the tax groups that have been defined in the RezStream Booking Engine. For example, The Powder Hound Inn's bookkeeper may want to confirm that Lodging taxes are being charged at the correct rate. Use the following steps for viewing existing tax groups.

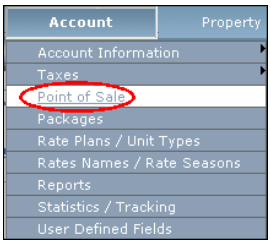
1. Click the Account > Taxes link.
2. The Manage Taxes form is displayed. Click the Manage Tax Groups link.
3. A list of existing tax groups is displayed.
4. To view the individual taxes associated with the Lodging tax group, click the "+" to the left of the Lodging heading.

POINT OF SALE (OPTIONAL)

Point of sale (POS) items are miscellaneous sales items that can be sold on a property's website via the RezStream Booking Engine. For example, The Powder Hound Inn sells the following point of sale items.

1. Polo Shirts - $55.00
2. Wine Glasses - $75.00
3. Sunglasses - $50.00
4. Goggles - $65.00
5. Sunscreen - $4.25
6. Inn Monogrammed Ski Hats - $12.50 (Adult)
7. Inn Monogrammed Ski Hats - $10.00 (Child)
8. Authentic NBA Basketball - $60.00
9. Lift Tickets Adult Full Day - $68.00
10. Lift Tickets Adult Half Day - $54.00
11. Lift Tickets Child Full Day - $52.00
12. Lift Tickets Child Half Day - $45.00
13. Denver Nuggets Game Tickets - $65.00
14. Basketball Clinic - $100.00

Point of sale items are created and categorized by clicking the Account > Point of Sale link.



Point of sale charges are organized into "categories" based on similar types of items. The Powder Hound Inn has organized the above list of 14 items into the following categories.

1. Gift Shop Items
2. Lift Tickets
3. Tickets

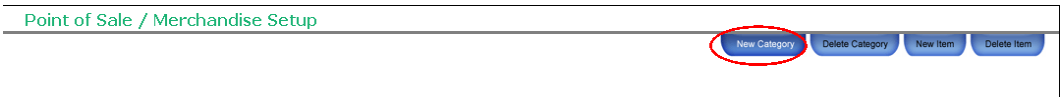
This section includes steps for adding new POS categories, adding new POS items, editing POS categories, editing POS items, deleting POS items, and viewing POS items.

ADD A NEW POINT OF SALE CATEGORY

Point of sale categories are added to organize POS charges into groups that are taxed in the same manner. Use the following steps for creating the "Gift Shop Items" point of sale category.

1. Click the Account > Point of Sale link.

2. On the Point of Sale/Merchandise Setup form, click the New Category button.



3. Enter the description, Gift Shop Items, and click the Save POS Category button.

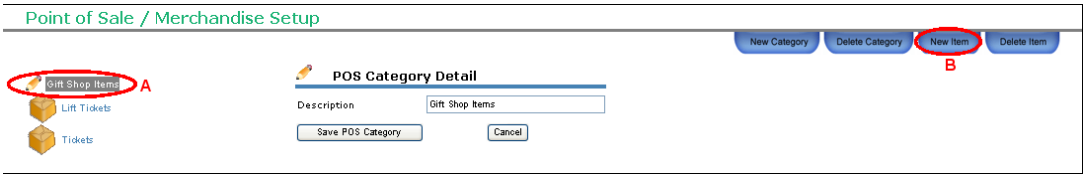
Repeat these same steps to add the other Powder Hound Inn point of sale categories: Lift Tickets and Tickets. After adding these categories, the Point of Sale/Merchandise Setup form appears similar to the following image.

ADD A NEW POINT OF SALE ITEM

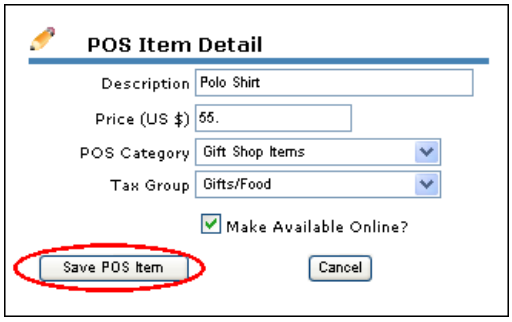
After adding POS categories to the RezStream Booking Engine Online Administrative Interface, individual point of sale items can be created and then assigned to a category.

Use the following steps for adding the point of sale item, Polo Shirt, to the Gift Shop Items point of sale category.

1. Click the Account > Point of Sale link.
2. A list of all defined POS categories is displayed on the Point of Sale form.
3. Select the Gift Shop Items POS category (A) and then click the New Item (B) button.



4. Complete the POS Item Detail form by entering a description and price. Select the applicable POS category and tax group from the drop-down lists. Click the Save POS Item button.



5. Checking the box "Make Available Online?" allows polo shirts to be available to guests who make reservations online via the RezStream Booking Engine.

The Powder Hound Inn will also add the following list of point of sale items to the RezStream Booking Engine. Repeat steps 1-5 to add the remaining POS items.

The following items are sold in the gift shop:

1. Wine Glasses - $75.00
2. Sunglasses - $50.00
3. Goggles - $65.00
4. Sunscreen - $4.25
5. Inn Monogrammed Ski Hats - $12.50 (Adult)
6. Inn Monogrammed Ski Hats - $10.00 (Child)
7. Authentic NBA Basketball - $60.00

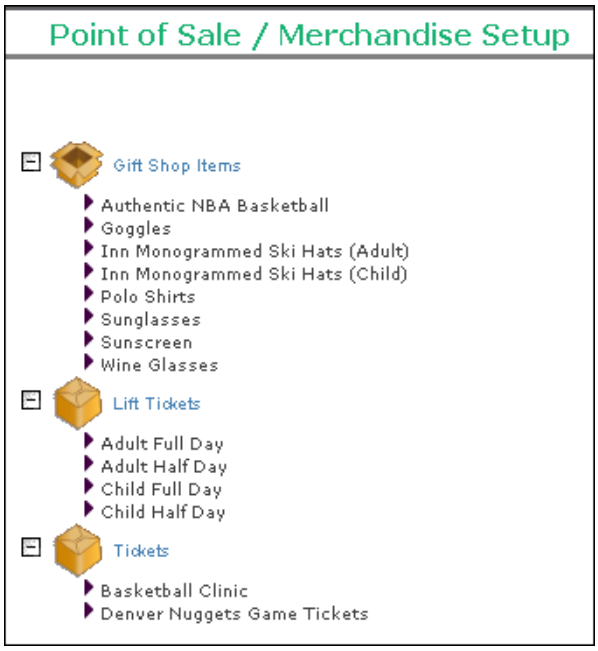
The following lift tickets are available:

1. Adult Full Day - $68.00
2. Adult Half Day - $54.00
3. Child Full Day - $52.00
4. Child Half Day - $45.00

The following miscellaneous tickets are available:

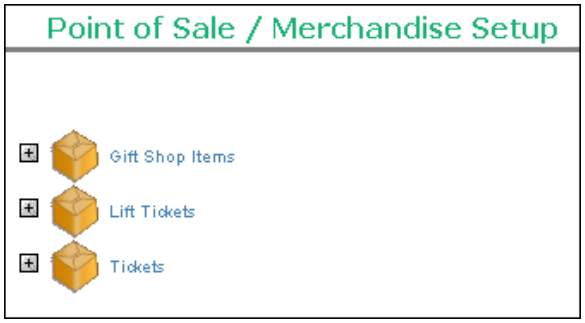
1. Denver Nuggets Game Tickets - $65.00
2. Basketball Clinic - $100.00

After adding all POS items and assigning them to POS categories, the Point of Sale/Merchandise Setup form looks similar to the following image.

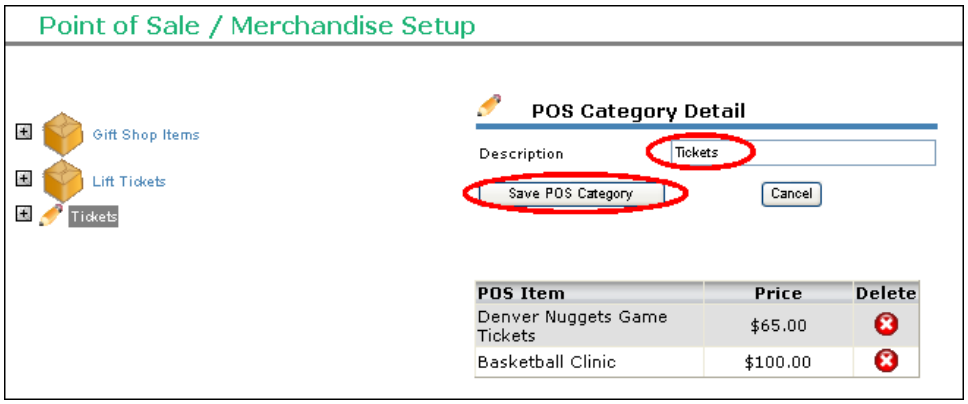


EDIT AN EXISTING POINT OF SALE CATEGORY

Once a point of sale category has been defined, it may be necessary to update its description. To accomplish this, click the Account > Point of Sale link. A list of all point of sale categories is displayed.



Clicking an existing POS category (Tickets) will display a POS Category Detail form where the description can be updated if necessary.



After updating the POS category description, click the Save POS Category button.

EDIT AN EXISTING POINT OF SALE ITEM

After defining a point of sale item and assigning it to a category, it may be necessary to change one of the following fields.

1. Description
2. Price
3. POS Category
4. Tax Group
5. Make Available Online?

For example, if lift ticket prices are raised and The Powder Hound Inn has to increase its ski package prices, the price for adult and child lift tickets would have to be updated in the RezStream Booking Engine Online Administrative Interface. All five fields listed above are found on the POS Item Detail form.

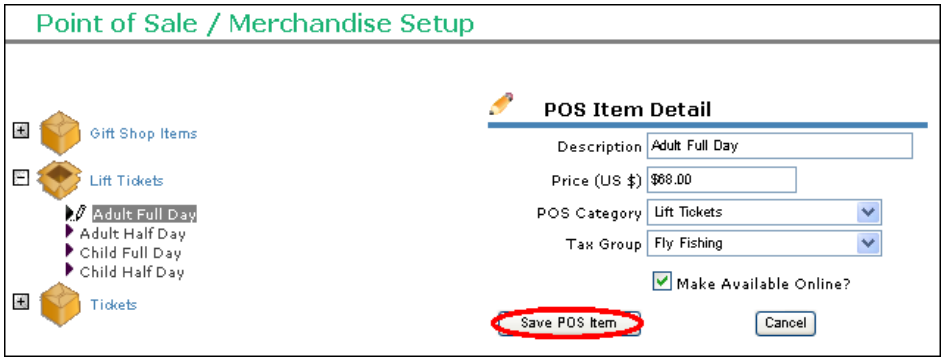
Use the following steps for editing an existing point of sale item.

1. Click the Account > Point of Sale link.

2. A list of POS categories is displayed on the Point of Sale form. Click the "+" to the left of the Lift Tickets category.

3. The expandable list contains each individual POS item assigned to the Lift Tickets category. Click the item that needs to be updated. The POS Item Detail form is displayed.

4. Make the appropriate changes to the POS item and click the "Save POS Item" button.

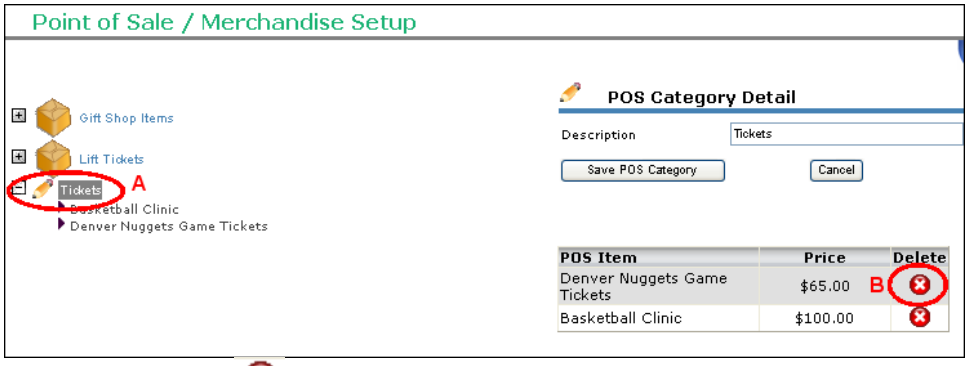


DELETE AN EXISTING POINT OF SALE ITEM

When a POS item is no longer being sold at the property, delete it from the RezStream Booking Engine using the following steps.

1. Click Account > Point of Sale link.

2. Click the POS category (A) where the POS item has been assigned. The POS Category Detail form is displayed along with a table of all POS items in the selected category.



3. Click the delete icon ( ) that corresponds to the POS item being deleted (B).

4. The system displays a message to confirm item deletion. Click OK to delete the POS item.

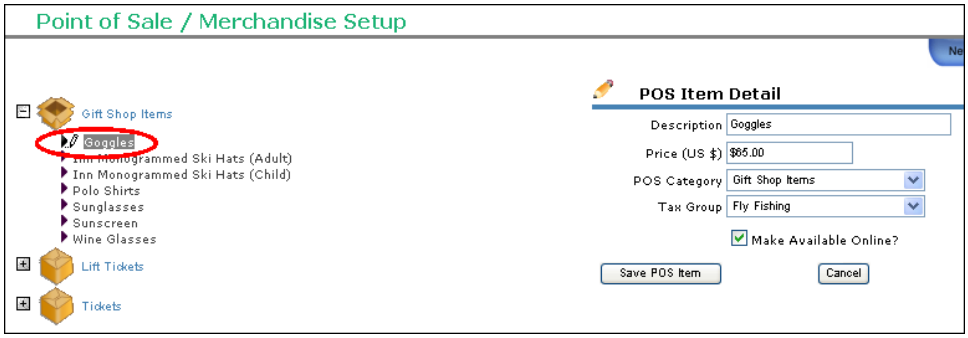
VIEW EXISTING POS CATEGORIES AND ITEMS

Once POS categories and POS items are defined, it may be necessary to review which categories and/or items have been defined. In addition, it may be necessary to simply check the price of a specific POS item or double-check its tax category.

Use the following steps for viewing information about point of sale categories and items.

1. Click the Account > Point of Sale link.

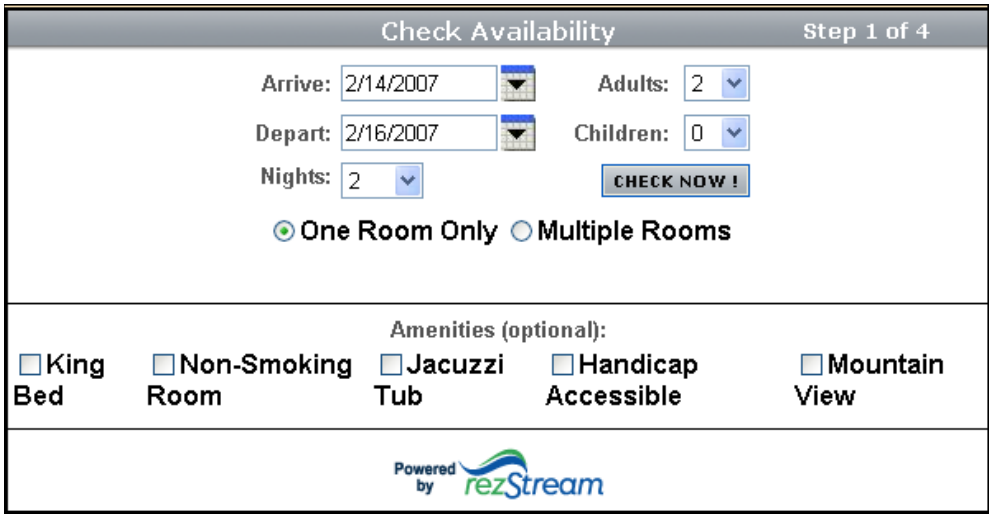
2. A list of all POS categories is displayed. Expand a POS category by clicking its corresponding plus sign (+). To view information about a specific POS item, click on the item. Its corresponding POS Item Detail form appears.



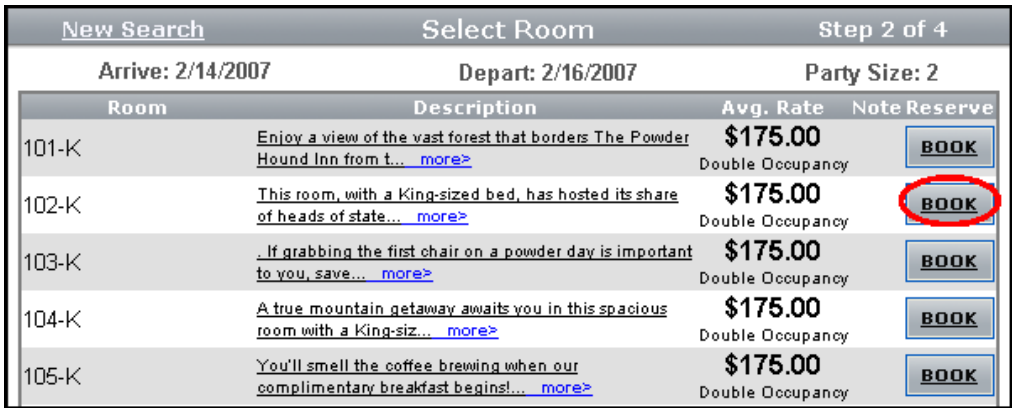
PACKAGES

In the RezStream Booking Engine, groups of point of sale items can be bundled together and sold as a package. Packages are sold ***in addition to*** a room rate. The sequence of events for an Internet guest booking a package via the RezStream Booking Engine is.

1. The Internet guest logs on to the RezStream Booking Engine and selects reservation dates.

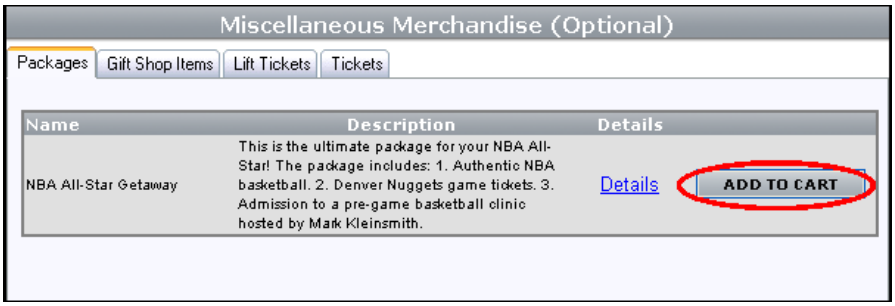


2. The Internet guest selects an available room.

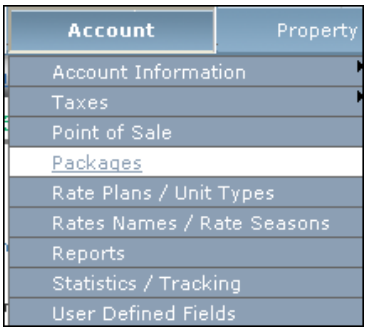


3. The Internet guest selects a room rate.

4. The Internet guest selects a package.
   a. The package is a bundle of point of sale items that are sold ***in addition to*** the room rate selected in step #3.


Miscellaneous Merchandise (Optional)
Packages
Gift Shop Items
Lift Tickets
Tickets
Name
Description
Details
NBA All-Star Getaway
This is the ultimate package for your NBA All-Star! The package includes: 1. Authentic NBA basketball. 2. Denver Nuggets game tickets. 3. Admission to a pre-game basketball clinic hosted by Mark Kleinsmith.
Details
ADD TO CART

RezStream Booking Engine packages are created and maintained by clicking the Account > Packages link.

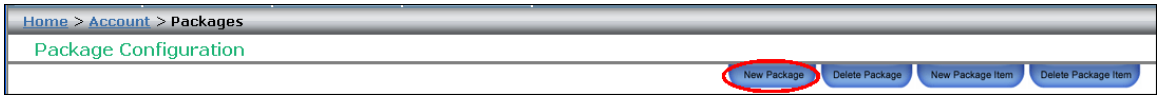


This section includes steps for adding new packages, editing packages, deleting packages, and viewing packages.

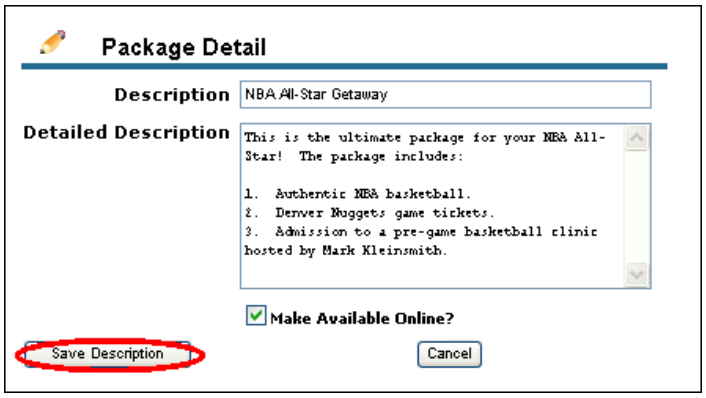
ADD A NEW PACKAGE

In the RezStream Booking Engine, packages are used to bundle groups of point of sale items. **RezStream Booking Engine packages do not include room rates**. Use the following steps to define a package in the RezStream Booking Engine.

1. Click the Account > Packages link.
2. Click the New Package button.



3. Complete the fields in the Package Detail form.

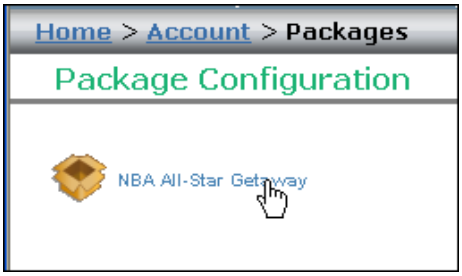

Package Detail
Description
NBA All-Star Getaway
Detailed Description
This is the ultimate package for your NBA All-Star! The package includes:
1. Authentic NBA basketball.
2. Denver Nuggets game tickets.
3. Admission to a pre-game basketball clinic hosted by Mark Kleinsmith.
Make Available Online?
Save Description
Cancel

4. Click the Save Description button.

Add POS Items to a Package

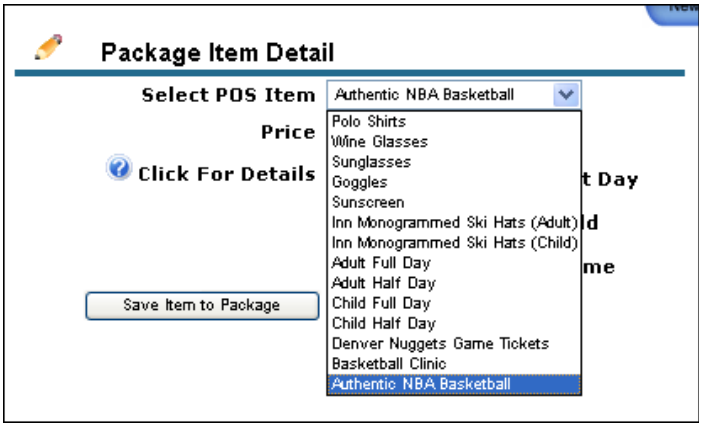
Use the following steps to add POS items to a package.

1. Click Account > Packages and click the package name.

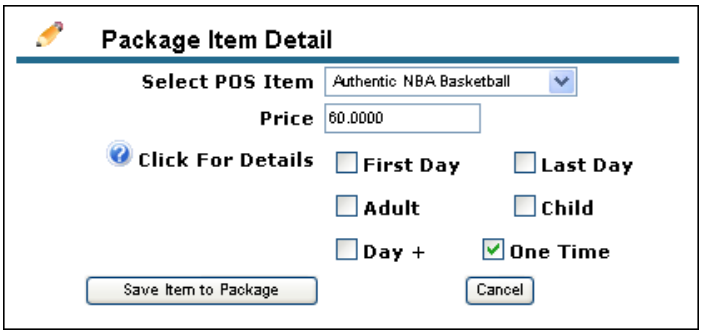


2. Click the New Package Item button.

3. Select a POS item from the "Select POS Item" drop-down list.



4. The price for the selected POS item appears automatically in the price field and defaults to the price entered originally for the POS item. If necessary, the price can be updated.

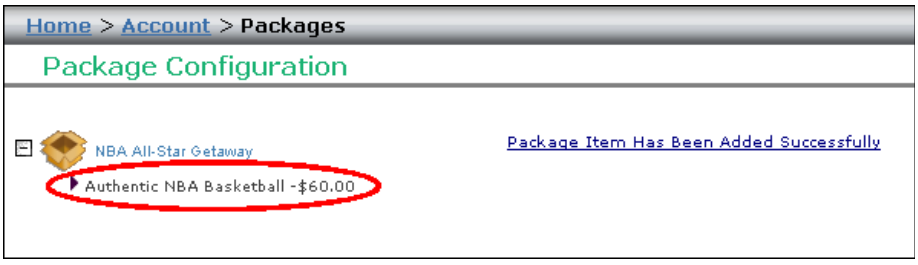


5. Use the First Day, Last Day, Adult, Child, Day +, and One Time fields to specify when the POS item will be charged. The following table describes each of these fields.

Field	Description
First Day	The point of sale item is charged on the first night of the stay.
Last Day	The point of sale Item is charged on the last night of the stay.
First Day and Last Day	Entering a checkmark in both the First Day and Last Day fields means the point of sale item will appear on the first night of the stay, the last night of the stay, AND every day in between.
Adult	Multiply the price of the point of sale item by the number of adults on the reservation.
Child	Multiply the price of the point of sale item by the number of children on the reservation.
Day+	The charge for the point of sale item begins on the second day of the reservation and applies to all dates, including the day of checkout.
One Time	The point of sale item is charged once during the package length.

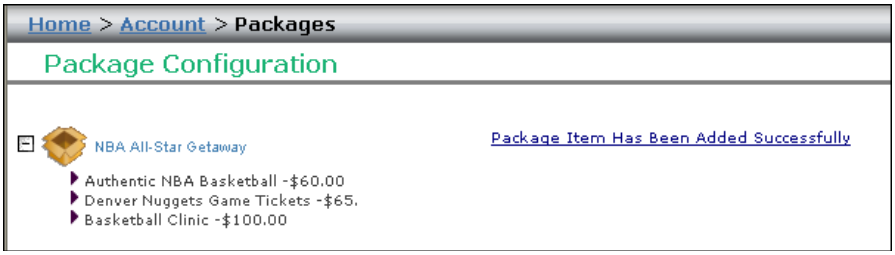
6. Click the Save Item to Package button.

7. The Package Configuration form is displayed. The POS item is now displayed under the package.


Home > Account > Packages
Package Configuration
NBA All-Star Getaway
Authentic NBA Basketball -$60.00
Package Item Has Been Added Successfully

8. To add the next POS item to the package, click the New Package Item button and follow steps 3 – 6 above.

9. In our example, the NBA All-Star Getaway package is complete when the following three POS items have been added.


Home > Account > Packages
Package Configuration
NBA All-Star Getaway
Package Item Has Been Added Successfully
Authentic NBA Basketball -$60.00
Denver Nuggets Game Tickets -$65.
Basketball Clinic -$100.00

EDITING PACKAGES

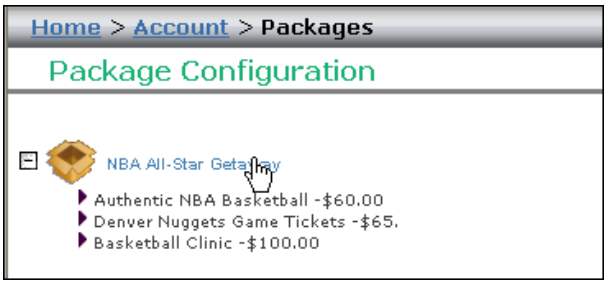
Once a package is added to the RezStream Booking Engine, it may be necessary to make changes to its description or the POS items assigned to it.

Changing a Package Description

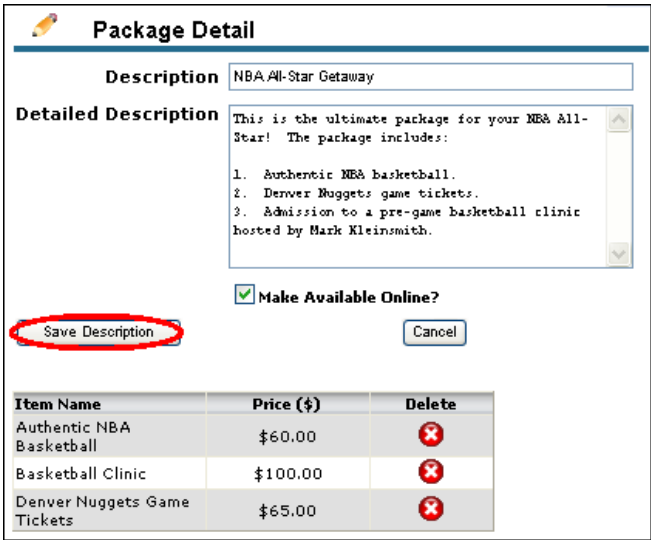
Use the following steps to change an existing package's description.

1. Click the Account > Packages link.

2. The Package Configuration form is displayed. Click the name of the package.



3. The package description fields are displayed on the Package Detail form. Make the necessary changes and click the Save Description button.

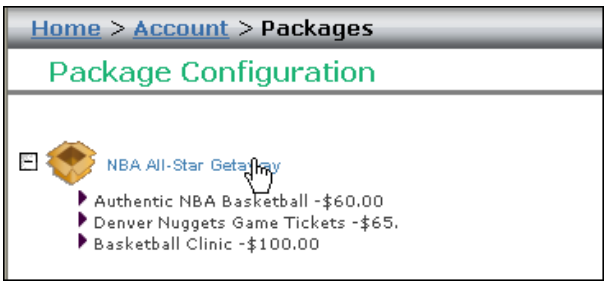


Removing POS Items from a Package

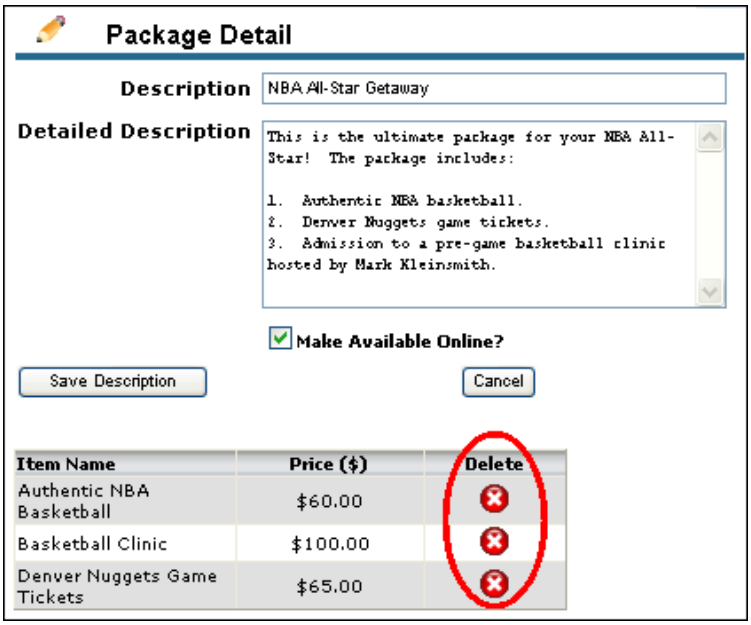
If a POS item is no longer offered as part of a package, use the following steps to remove it.

1. Click the Account > Packages link.

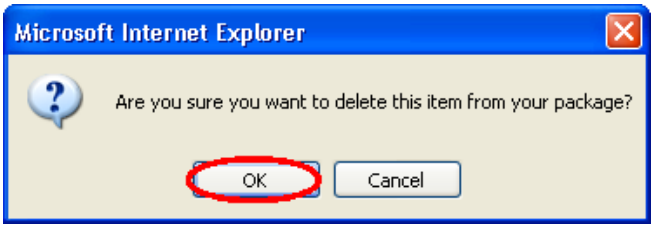
2. The Package Configuration form is displayed. Click the name of the package whose POS item(s) will be deleted.



3. The Package Detail form is displayed. Click the delete icon ( ) that corresponds to the POS item that is being removed from the package.



4. The following prompt is displayed. Click OK to continue.



Editing a Package POS Item

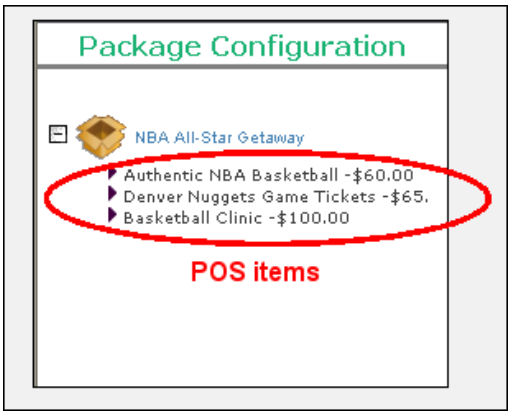
After a POS item is added to a package, the following fields can be changed within the package definition.

1. Price
2. Charge fields (First Day, Last Day, etc.)

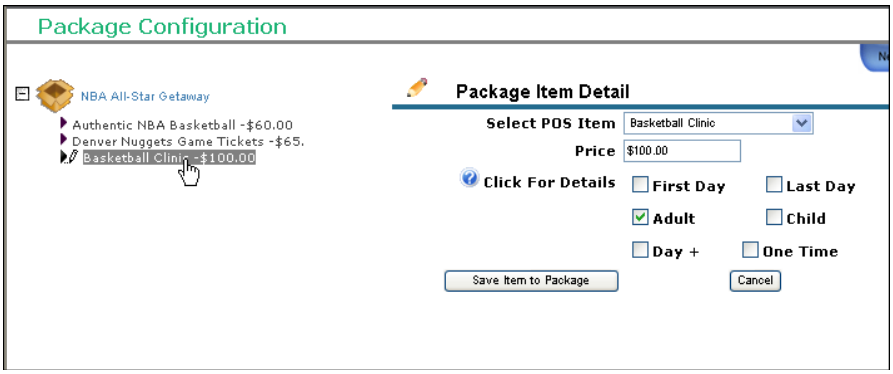
Use the following steps to change a POS item that is assigned to a package.

1. Click the Account > Packages link.

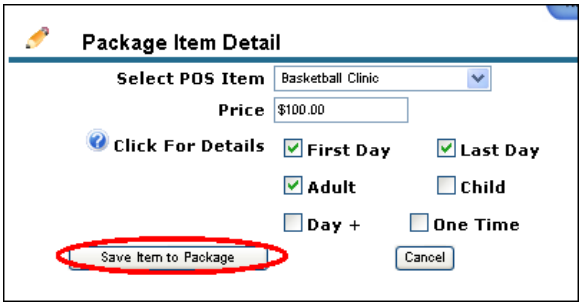
2. The Package Configuration form is displayed. Click the "+" to the left of the applicable package name. The POS items assigned to the package are now displayed.



3. Click the POS item that will be changed (Basketball Clinic).



4. The Package Item Detail form is displayed. Make the applicable changes and click the Save Item to Package button.



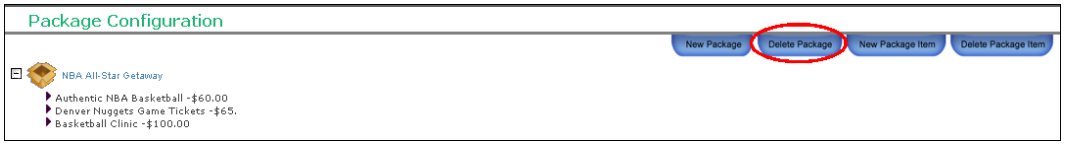
ⓘ ***In the example above, there will be a $100 Basketball Clinic charge for each adult, each day of the reservation.***

DELETING A PACKAGE

Use the following steps to delete a package that is no longer in use.

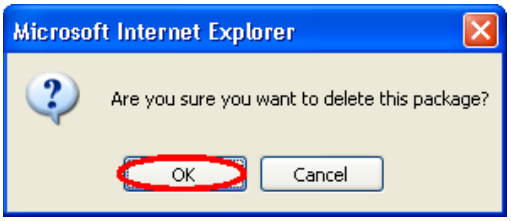
1. Click the Account > Packages link.

2. The Package Configuration form is displayed. Click the Delete Package button.



3. A list of all RezStream Booking Engine packages is displayed. Click the delete icon ( ) that corresponds to the package that is being deleted.

4. The following prompt is displayed. Click OK to continue.



VIEW EXISTING PACKAGES

Once packages are defined, it may be necessary to review package descriptions and POS items that are assigned to them.

Use the following steps for viewing information about packages.

1. Click the Account > Packages link.

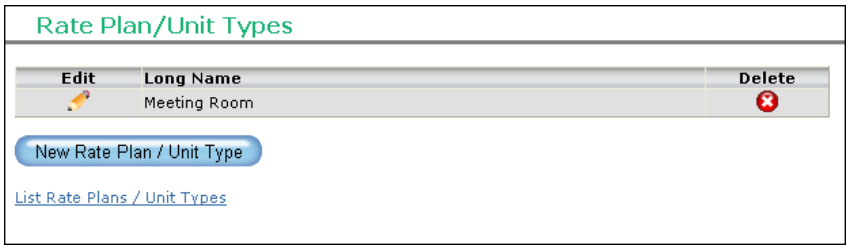
2. The Package Configuration form is displayed.
   a. Click the package name to view its description or detailed description.
   b. Click a POS item to view details about that item, including price and the fields that define when the POS item is charged as in first day, last day, etc.

RATE PLANS/UNIT TYPES

The Account > Rate Plans/Unit Types link is used to add your property's unit types, also known as rate plans, to the RezStream Booking Engine. After defining unit types, amenities and photos can also be uploaded to help describe these unit types to online guests. Use the following steps for adding unit types to the RezStream Booking Engine Online Administrative Interface.

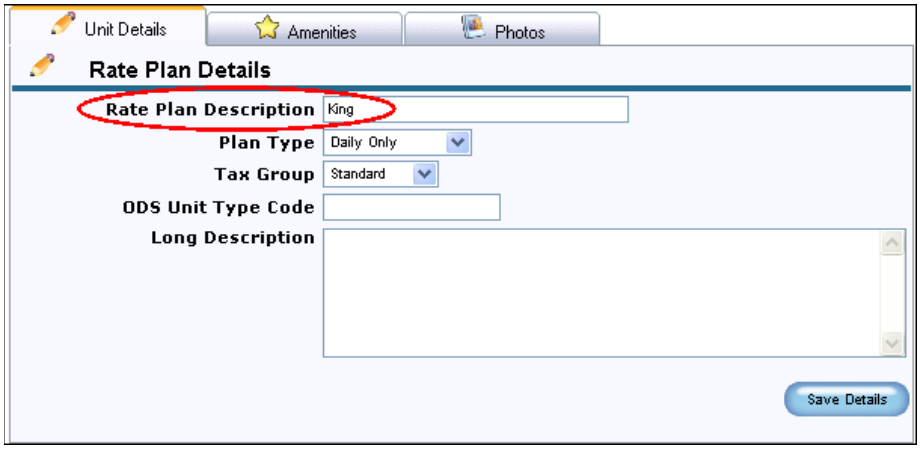
1. Click Account > Rate Plans/Unit Types.

2. The Rate Plan/Unit Types form is displayed. A demonstration unit type, Meeting Room, comes pre-installed with the RezStream Booking Engine. This unit type can be deleted after defining the unit types that specifically apply to your property. We will describe this process on page 72.

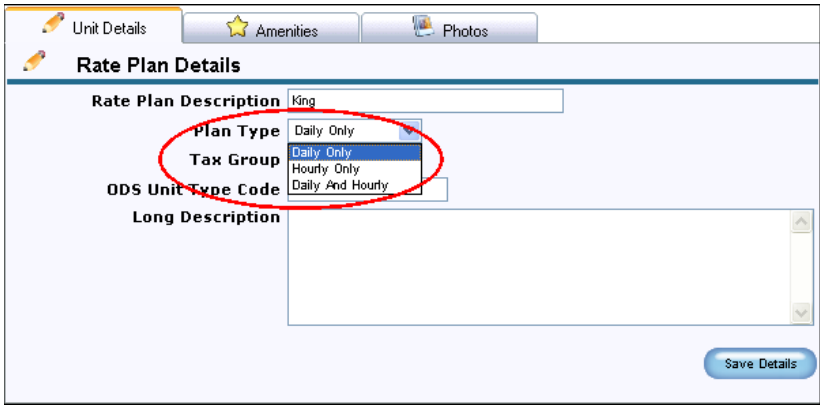


3. Click the New Rate Plan/Unit Type button. The Unit Details, Amenities, and Photo tabs display. Under the Unit Details tab, the Rate Plan Details form displays.

4. At The Powder Hound Inn, there are three rate plans/unit types, King, Queen Queen, and Suite. We will enter unit details for the King rate plan.



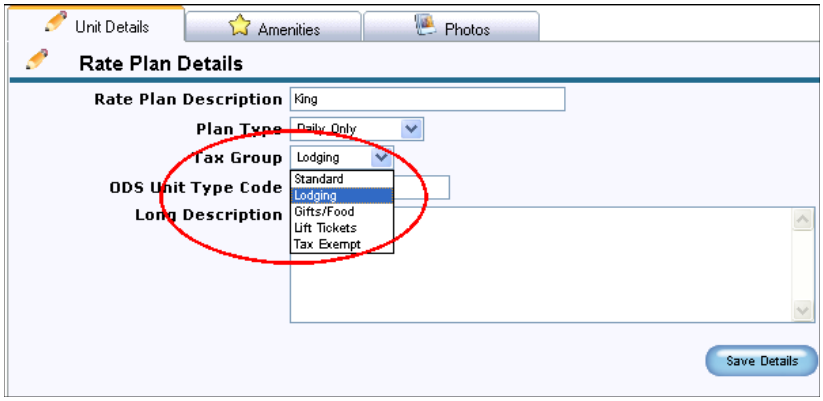
5. Select a plan type for the King rate plan from the drop-down list. All three of The Powder Hound Inn's unit types are rented by the day. Select the Daily Only option.



The following table summarizes the options in the plan type drop-down list.

PLAN TYPE	DESCRIPTION
Daily Only	Use this plan type for nightly reservations. For example, a guest is staying at your property for three nights in a King room and will be charged the King rate plan each day. This is a daily reservation.
Hourly Only	An example of an hourly reservation may be use of a conference or meeting room. For example, a group is renting the "Pikes Peak Room" for a meeting on writing documentation for a software application. This group may be charged hourly for the Pikes Peak Room and there may be a "Pikes Peak Room" rate plan.
Daily And Hourly	Rate plans that can be charged either daily or hourly. For example, there may be a large unit at your property that can be used either as a standard guest room or as a conference room. In this example, the plan type would be set to "Daily and Hourly."

6. Select a tax group for the King rate plan from the drop-down list. At The Powder Hound Inn, all rooms are taxed at the previously defined Lodging tax group rate.



7. If your property is using RezStream's GDS Interface in order to display availability on the major Internet travel sites including Orbitz and Travelocity, enter an ODS unit type code. This unit type code will be displayed on GDS travel sites when guests make reservations online.

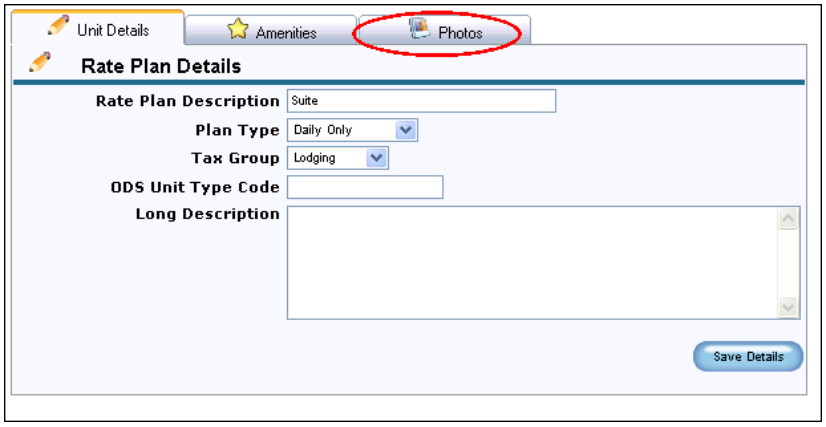
8. The long description field is only displayed to Internet guests if your property elects to display availability by unit type (King, Queen, Suite) as opposed to individual units (101 – King, 105 – Suite). The Powder Hound Inn has elected to have online guests using the RezStream Booking Engine choose from available specific rooms, not room types. Therefore, the long description field will not be used.

9. Click the Save Details button.

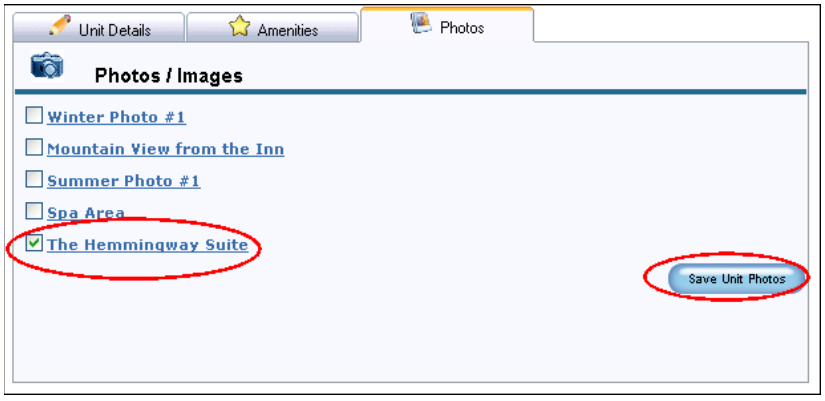
ⓘ ***Due to the fact that The Powder Hound Inn's amenities and photos do NOT apply to the King rate plan, there is no additional action item to complete under the Amenities or Photos tabs for the King rate plan.***

Repeat steps 3 – 9 above to add The Powder Hound Inn's two other rate plans/unit types, Queen Queen and Suite. When adding the Suite rate plan/unit type, a photo will be assigned using the following steps.

1. After adding information to the Unit Details tab for the Suite rate plan, click the Photos tab.



2. Enter a checkmark next to The Hemmingway Suite, one of the five photos previously uploaded to the RezStream Booking Engine.



3. Click the Save Unit Photos button.

EDIT AN EXISTING RATE PLAN/UNIT TYPE

Once a rate plan/unit type has been defined, the following fields can be changed.

1. Rate plan description
2. Plan type
3. Tax group
4. ODS unit type code
5. Long description

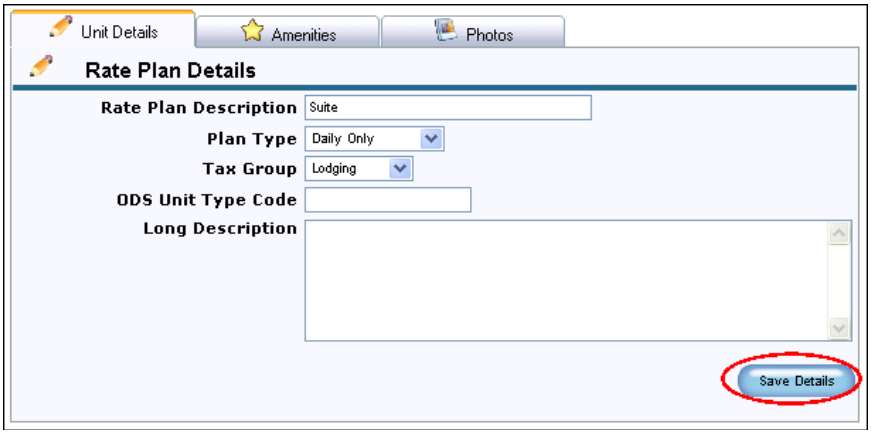
The fields listed above can be updated using the following steps.

1. Click Account > Rate Plans/Unit Types.

2. The Rate Plan/Unit Types form is displayed. Here, each rate plan is listed.

3. Click the rate plan/unit type that will be updated.

4. The Unit Details form is displayed.
   a. Move the cursor to the field that will be changed.
   b. Update the information.
   c. Click the Save Details button.



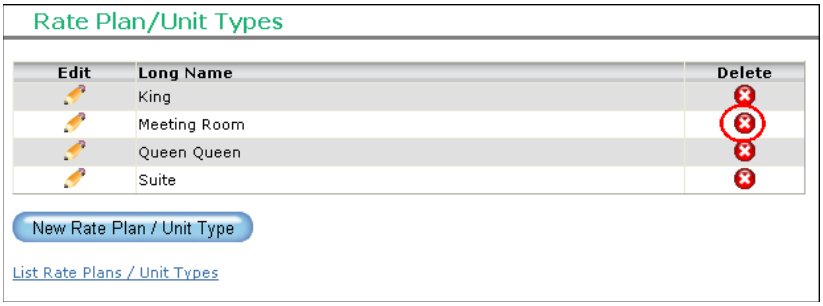
DELETE A RATE PLAN/UNIT TYPE

The following steps can be used to delete a rate plan/unit type. In our example, we will delete the Meeting Room rate plan/unit type that came pre-installed with the RezStream Booking Engine.

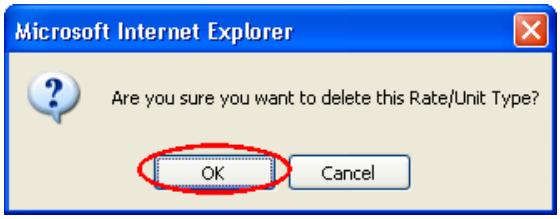
1. Click Account > Rate Plans/Unit Types.

2. The Rate Plan/Unit Types form is displayed. Here, each rate plan is listed.

3. Click the delete icon ( ) that corresponds to the Meeting Room rate plan/unit type.



4. A confirmation message is displayed. Click OK to delete the rate plan/unit type.



VIEW RATE PLANS/UNIT TYPES

From time to time, it may be necessary to view a list of existing rate plans/unit types and their corresponding properties. Use the following steps for viewing existing rate plans/unit types.

1. Click the Account > Rate Plans/Unit Types link.

2. The Rate Plan/Unit Types form is displayed. Here, each rate plan is listed.

3. Click the edit icon ( ) that corresponds to the rate plan/unit type to view specific properties, including:
   a. Rate plan description
   b. Plan type
   c. Tax group
   d. ODS unit type code
   e. Long description

RATE NAMES/RATE SEASONS

The Account > Rate Names/Rate Seasons link is used for:

1. Configuring and managing rate names (Rack, AAA, AARP, etc.)
2. Adding and editing rate seasons

Rates should be defined in the order listed above. Create rate names first and then define rate seasons. For The Powder Hound Inn, we will define the following rate names and rate seasons.

1. Rate Names
   a. Rack
   b. AAA
2. Rate Seasons
   a. 01/01/07 – 02/28/07
   b. 03/01/07 – 03/31/07
   c. 04/01/07 – 04/30/07
   d. 05/01/07 – 06/14/07
   e. 06/15/07 – 09/14/07
   f. 09/15/07 – 11/14/07
   g. 11/15/07 – 12/31/07

CREATING RATE NAMES

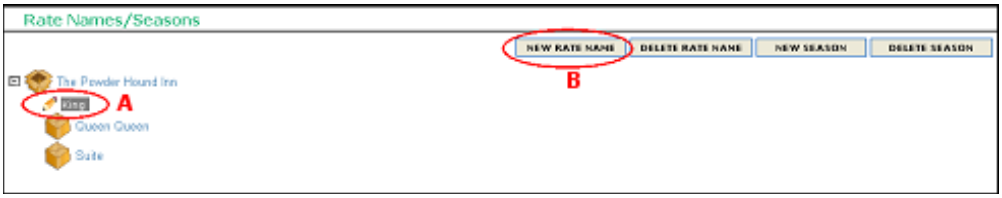
Rate names are used to easily identify rate "classes" to Internet guests and reservationists. At The Powder Hound Inn, there are two rate names.

- Rack
- AAA

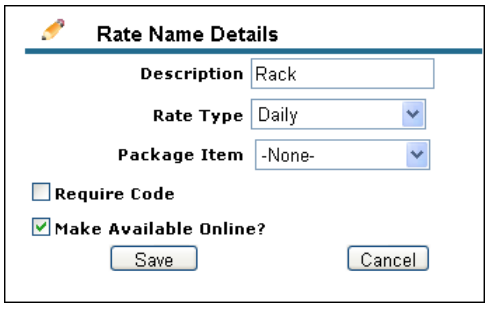
Use the following steps for creating rate names at The Powder Hound Inn.

1. Click the Account > Rate Names/Rate Seasons link.

2. Click the King rate plan (A) and then the New Rate Name button (B).



3. Complete the Rate Name Details form.

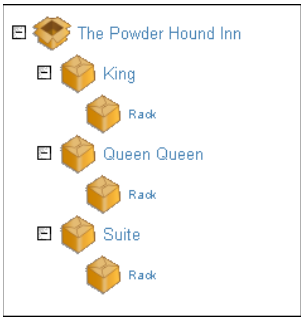


Fields in the Rate Name Details form are described below.

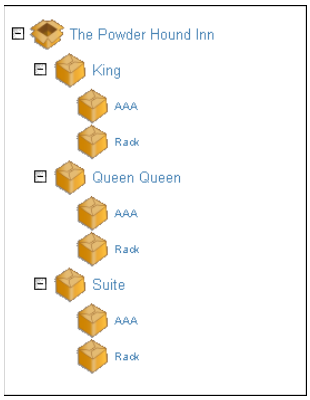
FIELD	DESCRIPTION
Description	Enter the rate plan name (Rack, AAA, etc.)
Rate Type	Enter daily, weekly, monthly, yearly, or hourly.
Package Item	The default setting for this field is "-None-." Currently, as packages in the RezStream Booking Engine are considered bundles of point of sale items, this field should stay marked as "None." **Remember: Rates cannot be linked directly to a package.** For additional information about packages in the RezStream Booking Engine, please see page 60 of this Guide.
Require Code	Use this field if your property is creating a special rate name available only to online guests with a specific code. By entering a checkmark in this field, an additional text field is displayed where you can enter the code.
Make Available Online?	This field must be checked in order for the rate name to display to Internet guests making reservations online via the RezStream Booking Engine.

4. Click the Save button.

5. Follow steps 2 – 4 to add the Rack rate name to the other Queen Queen and Suite rate plans.



In The Powder Hound Inn example, steps 2 – 4 above will be repeated to add a second rate name, AAA, to each rate plan. Upon completing this task, the Rate Names/Seasons form appears similar to the following image.

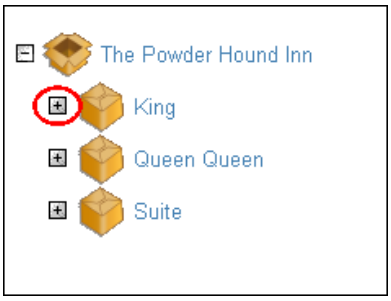


Editing Rate Names

Use the following steps to change any of these properties associated with a rate name.

- Description
- Rate type
- Package item
- Require code (or the code itself)
- Make available online

1. Click the Account > Rate Names/Rate Seasons link.
2. The Rate Names/Seasons form is displayed.
3. Click the "+" to the left of the rate plan (King) that the rate name has been assigned to.



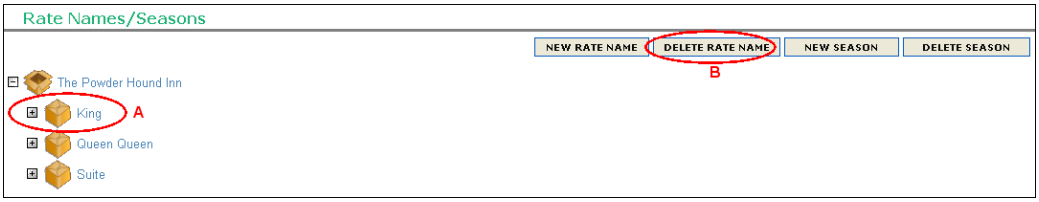
4. Click the rate name (AAA) that will be updated.

5. The Rate Name Details form is displayed. Make the appropriate changes and click the Save button.

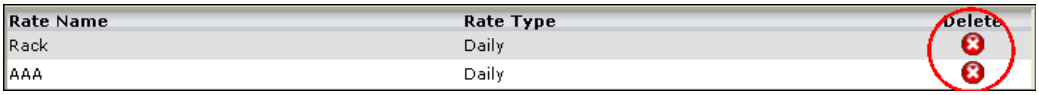
Deleting Rate Names

If a rate name is no longer in use, it can be deleted using the following steps.

1. Click the Account > Rate Names/Rate Seasons link.
2. The Rate Names/Seasons form is displayed.
3. Click the rate plan (A) that the rate name has been assigned to and then click the Delete Rate Name button (B).



4. A table is displayed listing all rate names assigned to the current rate plan/unit type. Click the delete icon ( ) that corresponds to the rate name that is being removed.



5. A confirmation dialog box is displayed. Click OK to continue.

ⓘ ***Rate Seasons that have been defined for this Rate Name will also be deleted!***

Viewing Rate Names

Use the following steps to view rate names that have been previously defined in the RezStream Booking Engine.

1. Click the Account > Rate Names/Rate Seasons link.
2. The Rate Names/Seasons form is displayed.
3. Click the "+" next to a rate plan/unit type to view its corresponding rate names.

CREATING RATE SEASONS

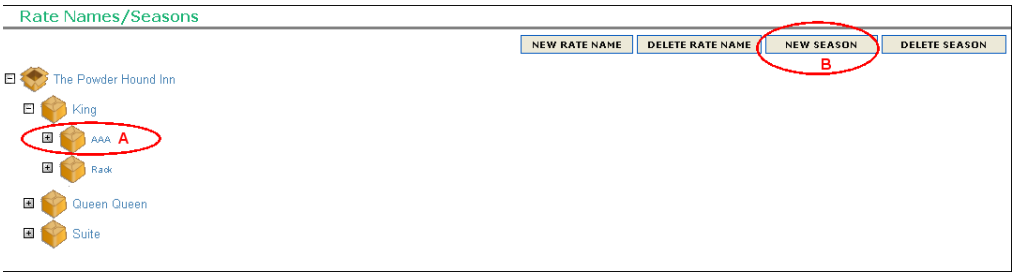
Rate seasons determine the price of a guest's stay. At most properties, rates vary based on the time of year the guest visits the property. At the fictional Powder Hound Inn, the following rate seasons are defined.

- 01/01/07 – 02/28/07
- 03/01/07 – 03/31/07
- 04/01/07 – 04/30/07
- 05/01/07 – 06/14/07
- 06/15/07 – 09/14/07
- 09/15/07 – 11/14/07
- 11/15/07 – 12/31/07

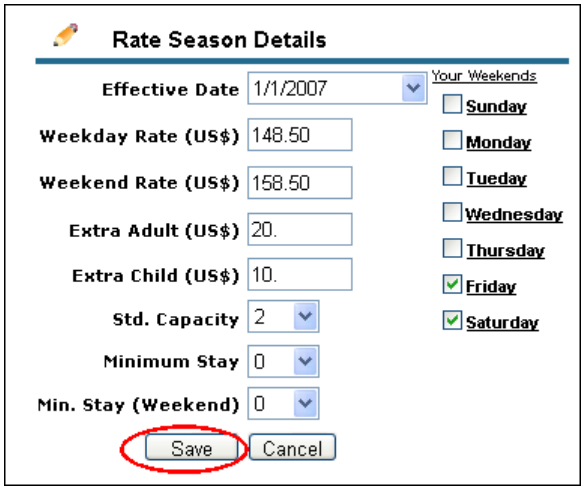
ⓘ ***When configuring the RezStream Booking Engine, the first rate season defaults to the current day (i.e. – the day you are configuring the RezStream Booking Engine). In our example above, The Powder Hound Inn is configuring the RezStream Booking Engine on January 1, 2007. RezStream strongly recommends that you create all your rate seasons for at least one year into the future. The RezStream Booking Engine allows you to specify how far into the future you would like a potential guest to be able to make a reservation. However, it is typical to allow potential guests to reserve up to one year in advance.***

Use the following steps for adding The Powder Hound Inn's rate seasons to the King rate plan/AAA rate name.

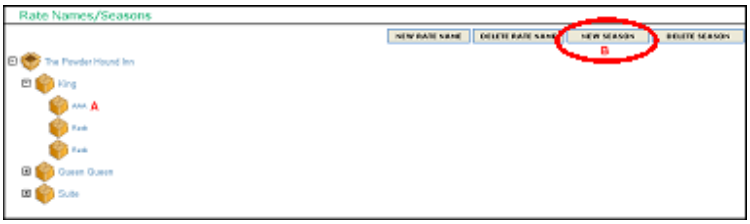
1. Click the Account > Rate Names/Rate Seasons link.
2. The Rate Names/Seasons form is displayed.
3. Click the "+" to the left of the King rate plan/unit type, highlight the AAA rate name (A), and click the New Season (B) button.



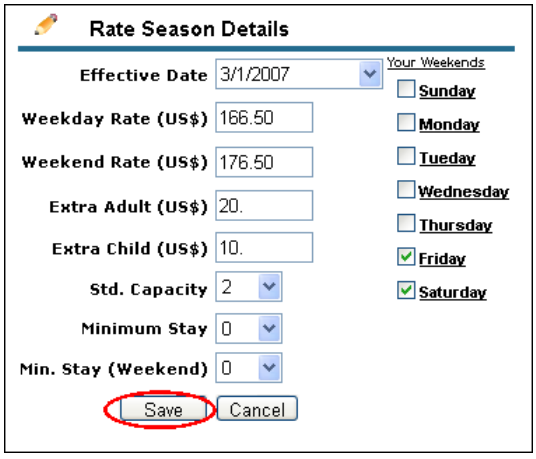
4. Complete the Rate Seasons Detail form for the first season time period (01/01/07 – 02/28/07) and click the Save button.



5. To add the next season time period (03/01/07 – 03/31/07), click the "+" to the left of the King rate plan/unit type, highlight the AAA rate name (A), and click the New Season button (B).

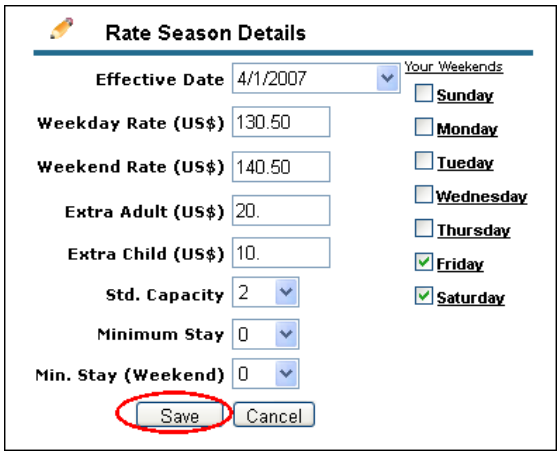


6. Complete the Rate Seasons Detail form and click the Save button.



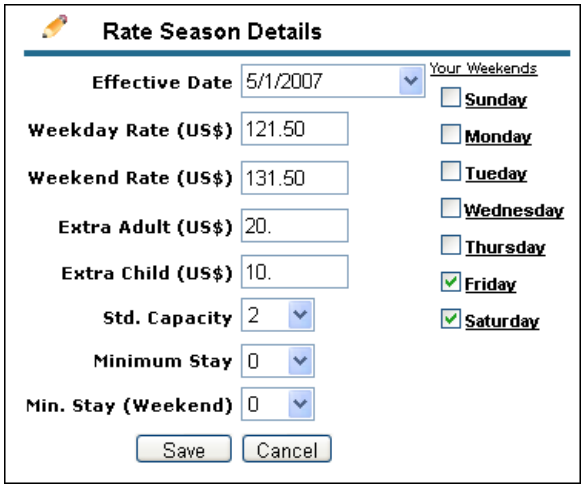
7. To add the next season time period (04/01/07 – 04/30/07), click the "+" to the left of the King rate plan/unit type, highlight the AAA rate name, and click the New Season button.

8. Complete the Rate Seasons Detail form and click the Save button.



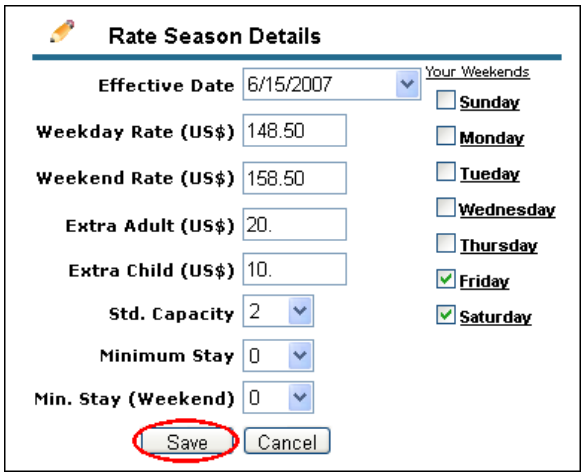
9. To add the next season time period (05/01/07 – 06/14/07), click the "+" to the left of the King rate plan/unit type, highlight the AAA rate name, and click the New Season button.

10. Complete the Rate Seasons Detail form and click the Save button.



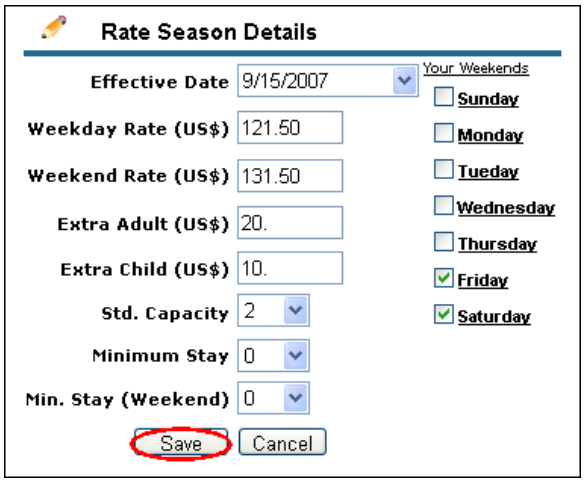
11. To add the next season time period (06/15/07 – 09/14/07), click the "+" to the left of the King rate plan/unit type, highlight the AAA rate name, and click the New Season button.

12. Complete the Rate Seasons Detail form and click the Save button.



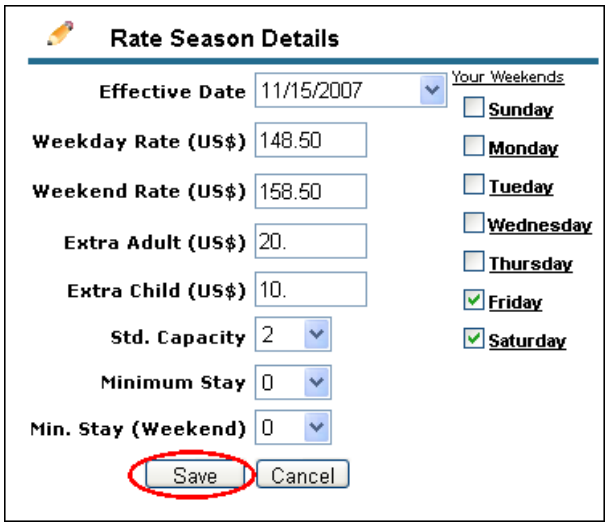
13. To add the next season time period (09/15/07 – 11/14/07), click the "+" to the left of the King rate plan/unit type, highlight the AAA rate name, and click the New Season button.

14. Complete the Rate Seasons Detail form and click the Save button.

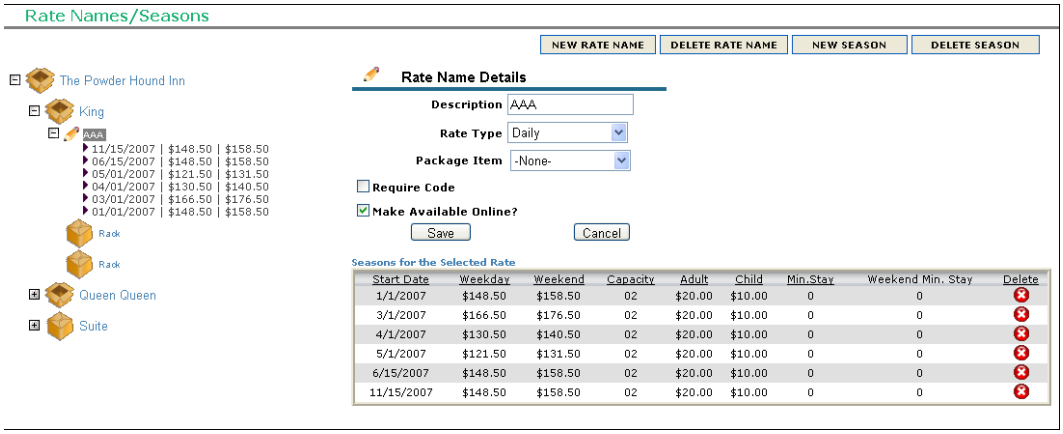


15. To add the next season time period (11/15/07 – 12/31/07), click the "+" to the left of the King rate plan/unit type, highlight the AAA rate name, and click the New Season button.

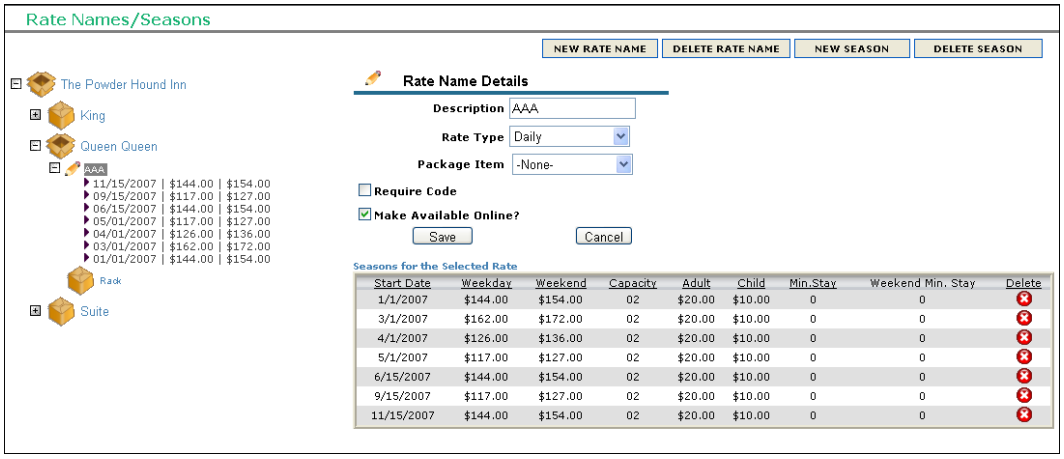
16. Complete the Rate Seasons Detail form and click the Save button.

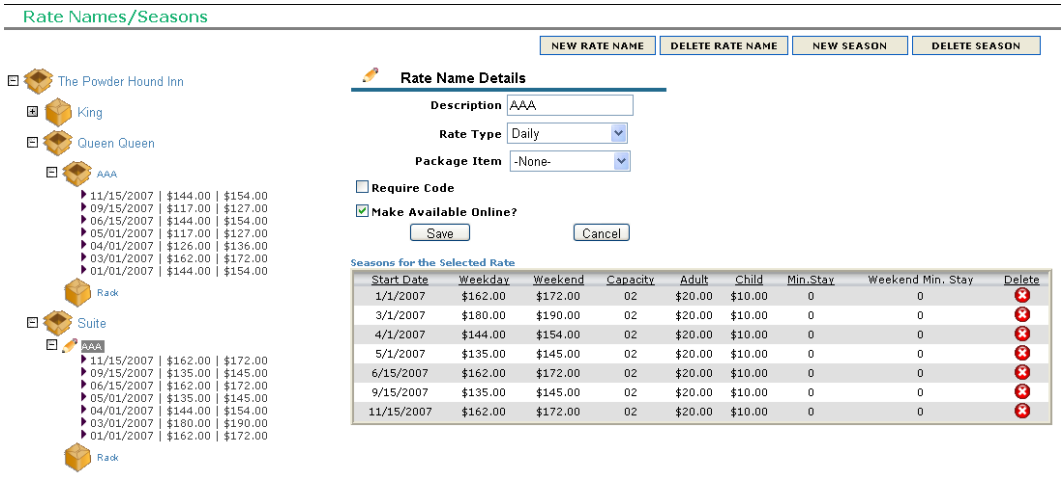


At this point, we have completed rate season input for the King rate plan/AAA rate name.

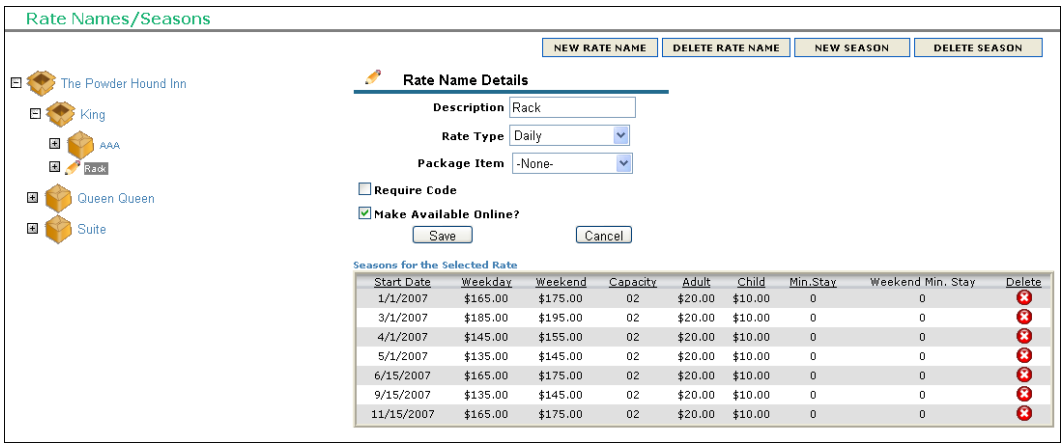

Rate Names/Seasons
NEW RATE NAME
DELETE RATE NAME
NEW SEASON
DELETE SEASON
The Powder Hound Inn
King
AAA
11/15/2007 | $148.50 | $158.50
06/15/2007 | $148.50 | $158.50
05/01/2007 | $121.50 | $131.50
04/01/2007 | $130.50 | $140.50
03/01/2007 | $166.50 | $176.50
01/01/2007 | $148.50 | $158.50
Rack
Rack
Queen Queen
Suite
Rate Name Details
Description AAA
Rate Type Daily
Package Item -None-
Require Code
Make Available Online?
Save
Cancel
Seasons for the Selected Rate
Start Date | Weekday | Weekend | Capacity | Adult | Child | Min.Stay | Weekend Min. Stay | Delete
1/1/2007 | $148.50 | $158.50 | 02 | $20.00 | $10.00 | 0 | 0
3/1/2007 | $166.50 | $176.50 | 02 | $20.00 | $10.00 | 0 | 0
4/1/2007 | $130.50 | $140.50 | 02 | $20.00 | $10.00 | 0 | 0
5/1/2007 | $121.50 | $131.50 | 02 | $20.00 | $10.00 | 0 | 0
6/15/2007 | $148.50 | $158.50 | 02 | $20.00 | $10.00 | 0 | 0
11/15/2007 | $148.50 | $158.50 | 02 | $20.00 | $10.00 | 0 | 0

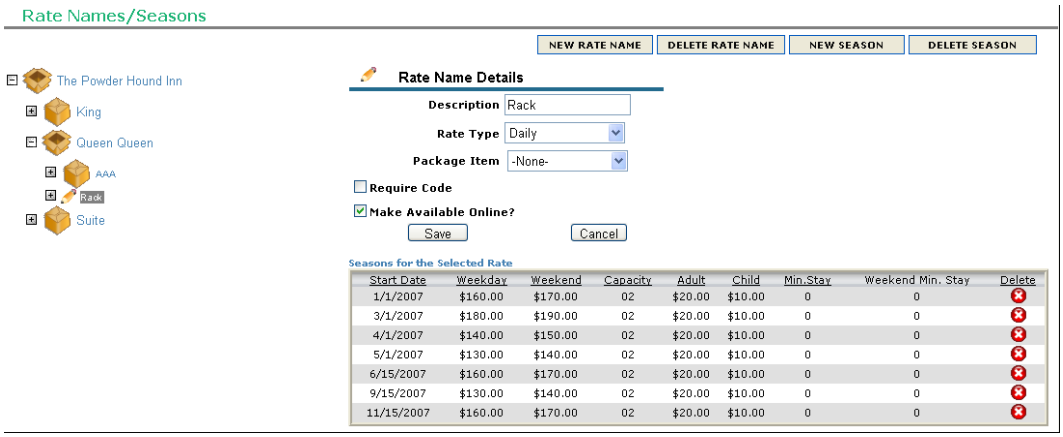
Follow steps 1 – 16 for adding rate seasons to the Queen Queen rate plan/AAA rate name and the Suite rate plan/AAA rate name.

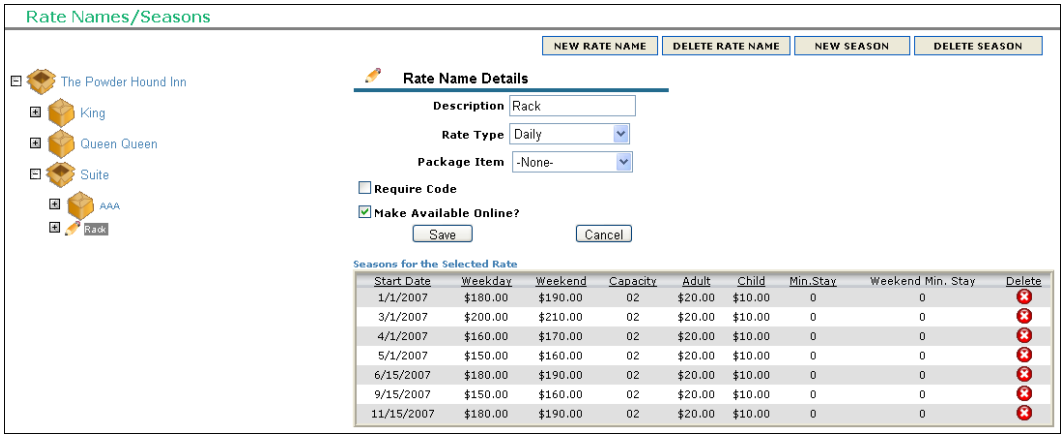




With The Powder Hound Inn's AAA rate seasons defined, we will now continue by adding the Rack rate seasons to the three rate plans/unit types (King, Queen Queen, and Suite).


Rate Names/Seasons
NEW RATE NAME
DELETE RATE NAME
NEW SEASON
DELETE SEASON
The Powder Hound Inn
King
AAA
Rack
Queen Queen
Suite
Rate Name Details
Description Rack
Rate Type Daily
Package Item -None-
Require Code
Make Available Online?
Save
Cancel
Seasons for the Selected Rate
Start Date | Weekday | Weekend | Capacity | Adult | Child | Min.Stay | Weekend Min. Stay | Delete
1/1/2007 | $165.00 | $175.00 | 02 | $20.00 | $10.00 | 0 | 0
3/1/2007 | $185.00 | $195.00 | 02 | $20.00 | $10.00 | 0 | 0
4/1/2007 | $145.00 | $155.00 | 02 | $20.00 | $10.00 | 0 | 0
5/1/2007 | $135.00 | $145.00 | 02 | $20.00 | $10.00 | 0 | 0
6/15/2007 | $165.00 | $175.00 | 02 | $20.00 | $10.00 | 0 | 0
9/15/2007 | $135.00 | $145.00 | 02 | $20.00 | $10.00 | 0 | 0
11/15/2007 | $165.00 | $175.00 | 02 | $20.00 | $10.00 | 0 | 0


Rate Names/Seasons
NEW RATE NAME
DELETE RATE NAME
NEW SEASON
DELETE SEASON
The Powder Hound Inn
King
Queen Queen
AAA
Rack
Suite
Rate Name Details
Description Rack
Rate Type Daily
Package Item -None-
Require Code
Make Available Online?
Save
Cancel
Seasons for the Selected Rate
Start Date Weekday Weekend Capacity Adult Child Min.Stay Weekend Min. Stay Delete
1/1/2007 $160.00 $170.00 02 $20.00 $10.00 0 0
3/1/2007 $180.00 $190.00 02 $20.00 $10.00 0 0
4/1/2007 $140.00 $150.00 02 $20.00 $10.00 0 0
5/1/2007 $130.00 $140.00 02 $20.00 $10.00 0 0
6/15/2007 $160.00 $170.00 02 $20.00 $10.00 0 0
9/15/2007 $130.00 $140.00 02 $20.00 $10.00 0 0
11/15/2007 $160.00 $170.00 02 $20.00 $10.00 0 0


Rate Names/Seasons
NEW RATE NAME
DELETE RATE NAME
NEW SEASON
DELETE SEASON
The Powder Hound Inn
King
Queen Queen
Suite
AAA
Rack
Rate Name Details
Description Rack
Rate Type Daily
Package Item -None-
Require Code
Make Available Online?
Save
Cancel
Seasons for the Selected Rate
Start Date Weekday Weekend Capacity Adult Child Min.Stay Weekend Min. Stay Delete
1/1/2007 $180.00 $190.00 02 $20.00 $10.00 0 0
3/1/2007 $200.00 $210.00 02 $20.00 $10.00 0 0
4/1/2007 $160.00 $170.00 02 $20.00 $10.00 0 0
5/1/2007 $150.00 $160.00 02 $20.00 $10.00 0 0
6/15/2007 $180.00 $190.00 02 $20.00 $10.00 0 0
9/15/2007 $150.00 $160.00 02 $20.00 $10.00 0 0
11/15/2007 $180.00 $190.00 02 $20.00 $10.00 0 0

Editing Rate Seasons

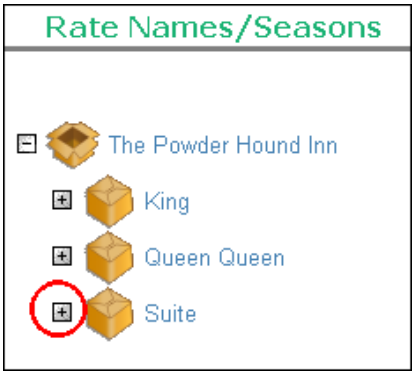
Use the following steps to change any of these properties associated with a rate season.

- Effective date
- Weekday rate
- Weekend rate
- Extra adult
- Extra child
- Std. capacity
- Minimum stay
- Min. stay (weekend)
- Weekend nights

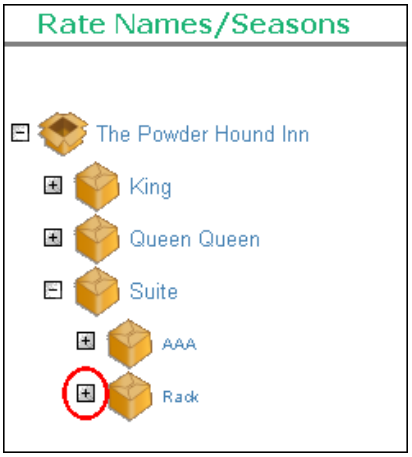
1. Click the Account > Rate Names/Rate Seasons link.

2. The Rate Names/Seasons form is displayed.

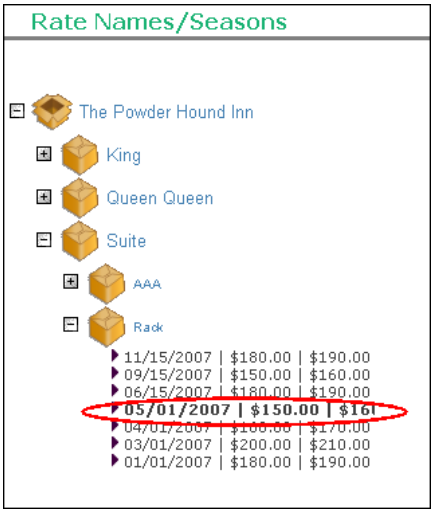
3. Click the "+" to the left of the rate plan/unit type whose rate name/rate season will be updated.



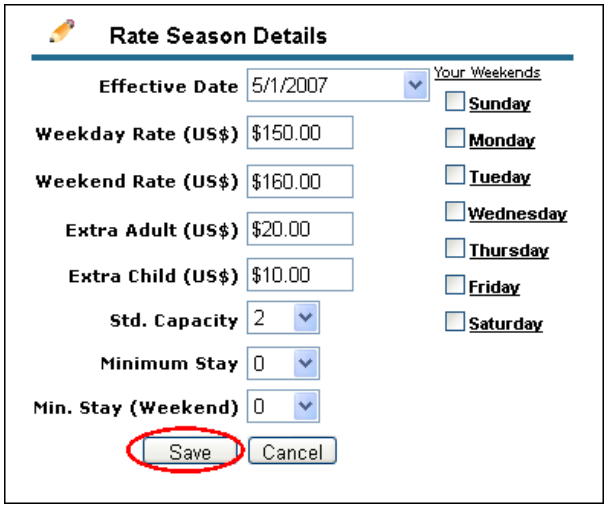
4. Click the "+" to the left of the rate name whose rate season will be updated.



5. Click the applicable rate season to be updated.



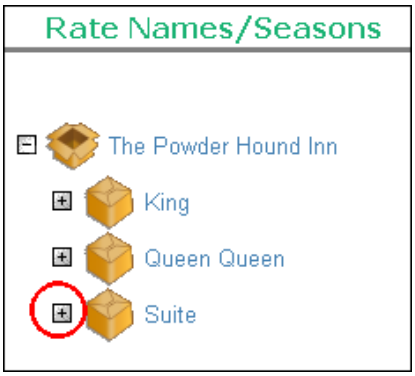
6. The Rate Season Details form is displayed. Make the necessary changes and click the Save button.



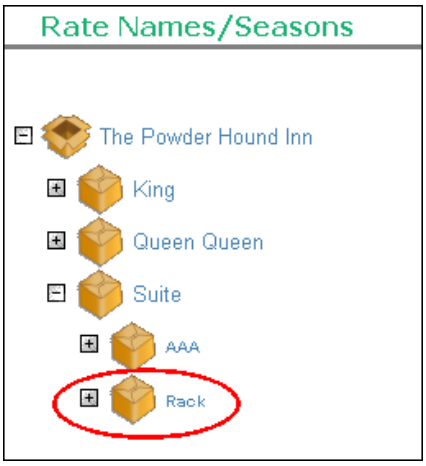
Deleting Rate Seasons

Use the following steps for deleting a Rate Season.

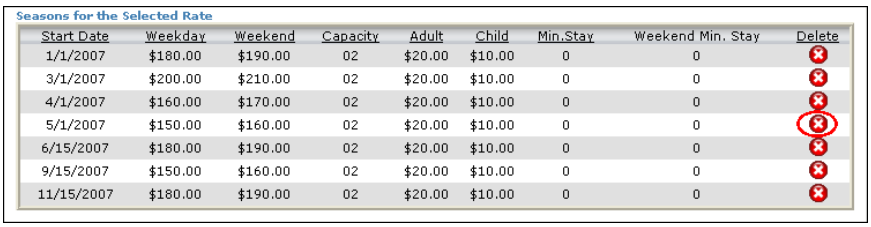
1. Click the Account > Rate Names/Rate Seasons link.
2. The Rate Names/Seasons form is displayed.
3. Click the "+" to the left of the rate plan/unit type whose rate name/rate season will be deleted.



4. Click the rate name whose rate season will be deleted.



5. Click the delete icon ( ) that corresponds to the rate season that is being deleted.



6. A confirmation dialog box is displayed. Click the OK button to continue.

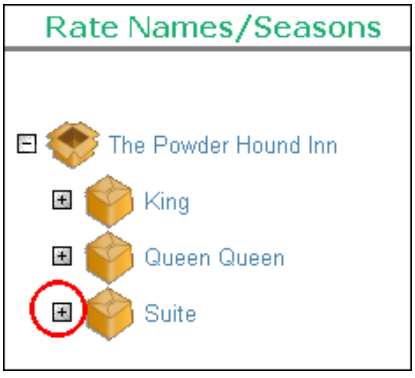
Viewing Rate Seasons

Use the following steps to view previously defined rate seasons.

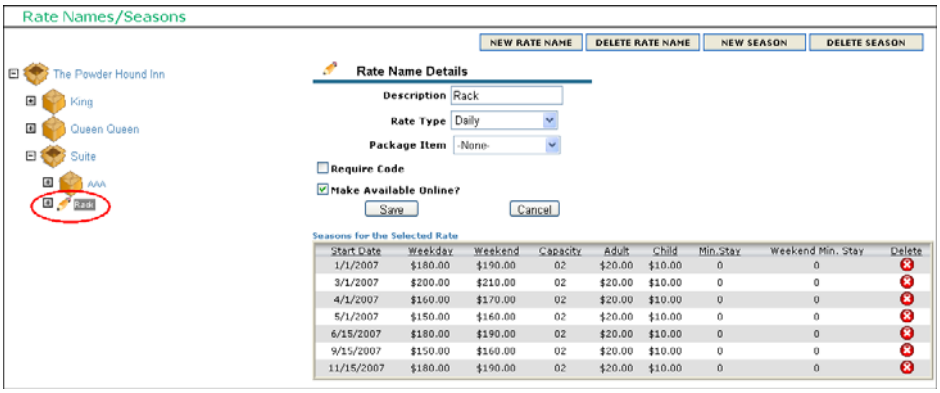
1. Click the Account > Rate Names/Rate Seasons link.

2. The Rate Names/Seasons form is displayed.

3. Click the "+" to the left of the rate plan/unit type whose rate name/rate seasons will be viewed.

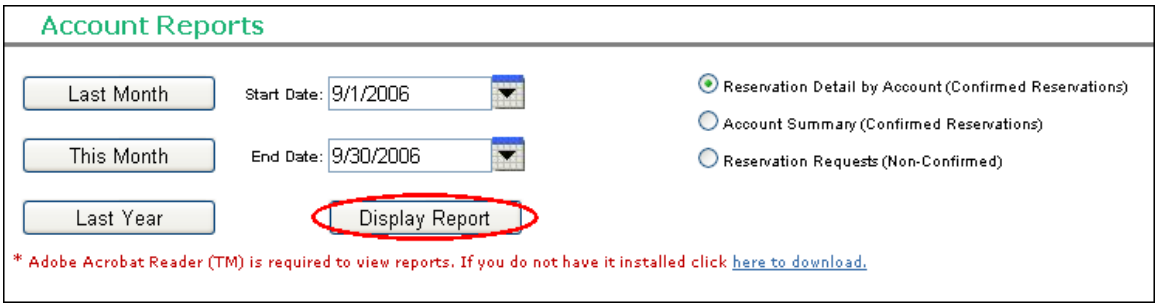


4. Click the rate name whose rate seasons will be viewed.


Rate Names/Seasons
NEW RATE NAME
DELETE RATE NAME
NEW SEASON
DELETE SEASON
The Powder Hound Inn
King
Queen Queen
Suite
AAA
Rack
Rate Name Details
Description Rack
Rate Type Daily
Package Item -None-
Require Code
Make Available Online?
Save
Cancel
Seasons for the Selected Rate
Start Date Weekday Weekend Capacity Adult Child Min.Stay Weekend Min. Stay Delete
1/1/2007 $180.00 $190.00 02 $20.00 $10.00 0 0
3/1/2007 $200.00 $210.00 02 $20.00 $10.00 0 0
4/1/2007 $160.00 $170.00 02 $20.00 $10.00 0 0
5/1/2007 $150.00 $160.00 02 $20.00 $10.00 0 0
6/15/2007 $180.00 $190.00 02 $20.00 $10.00 0 0
9/15/2007 $150.00 $160.00 02 $20.00 $10.00 0 0
11/15/2007 $180.00 $190.00 02 $20.00 $10.00 0 0

REPORTS

Click the Account > Reports link to view one of the standard reports included with the RezStream Booking Engine. After clicking the Reports link, the Account Reports form is displayed.

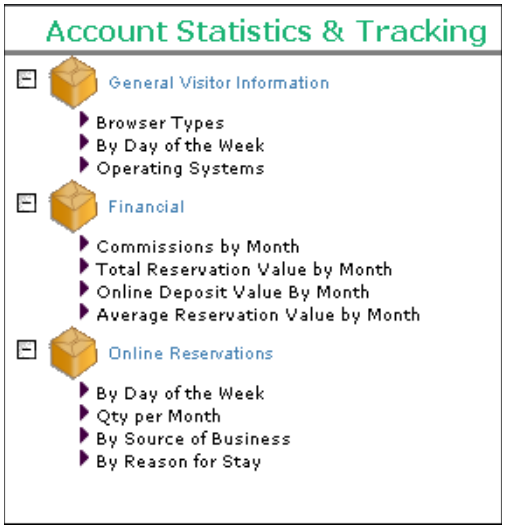

Account Reports
Last Month
This Month
Last Year
Start Date: 9/1/2006
End Date: 9/30/2006
Display Report
Reservation Detail by Account (Confirmed Reservations)
Account Summary (Confirmed Reservations)
Reservation Requests (Non-Confirmed)
* Adobe Acrobat Reader (TM) is required to view reports. If you do not have it installed click here to download.

Three reports are available. In order to run a report, select its corresponding radio button and enter start and end dates. Next, click the Display Report button.

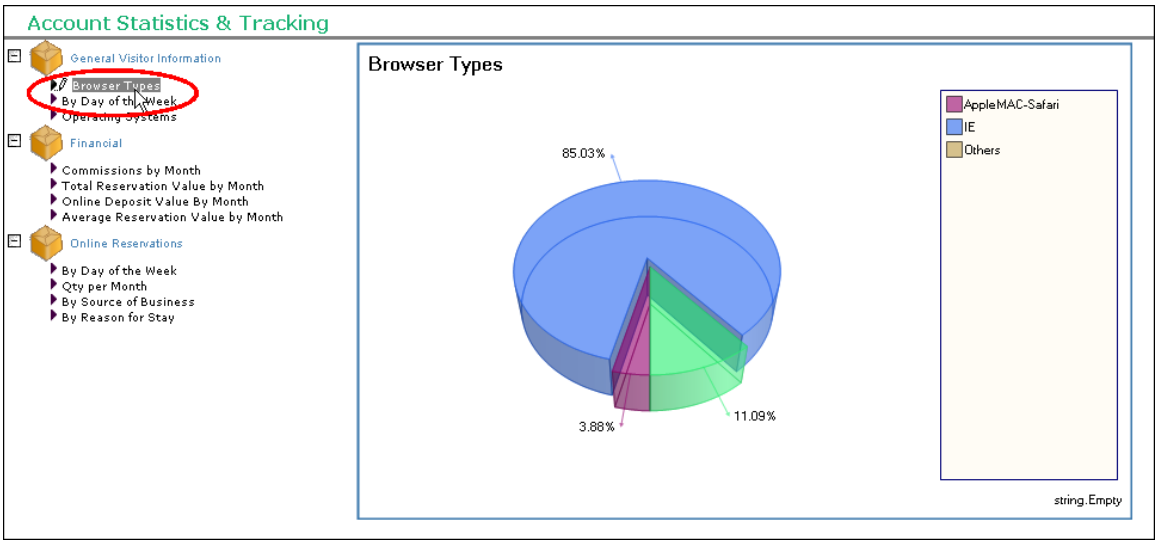
ⓘ ***The Adobe Acrobat Reader is required for viewing Account Reports. The Adobe Acrobat Reader can be downloaded free of charge from the Adobe website – www.adobe.com.***

STATISTICS/TRACKING

From the RezStream Booking Engine Online Administrative Interface, use the Account > Statistics/Tracking link to run booking engine reports. These reports are broken down into three categories, General Visitor Information, Financial, and Online Reservations.



To print a report, simply click the appropriate link. In the example below, the General Visitor Information > Browser Types report has been selected.



ⓘ ***For additional information on how RezStream can create marketing plans that will generate a guaranteed increase in online revenue, please visit http://www.rezstream.com/marketing.htm to view more information about RezStream's new product line, RezStream Website: Design, Hosting, and Promotion.***

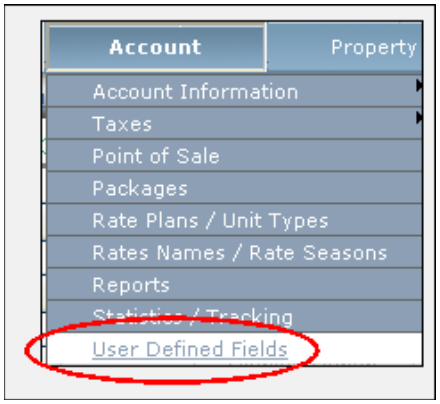
USER DEFINED FIELDS

By default, online guests are prompted for the following information when making reservations via the RezStream Booking Engine.

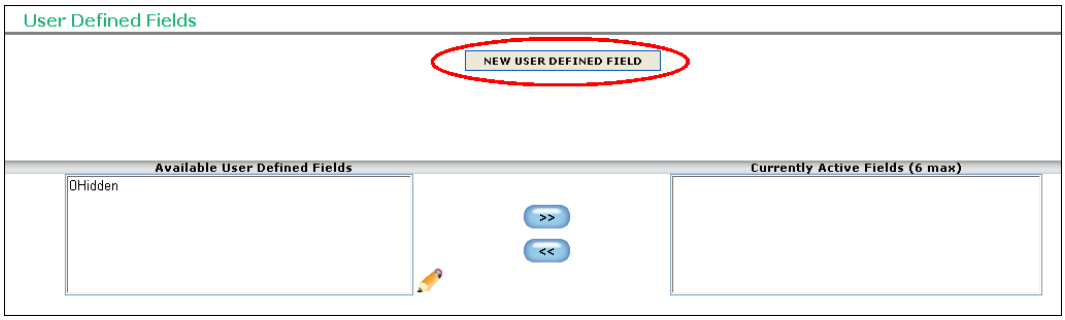
If necessary, the RezStream Booking Engine can be configured to collect customized information from guests who are making online reservations. For example, assume The Powder Hound Inn has limited parking onsite and needs to track car license plate numbers of their guests. This information will be collected during the online reservation process and then a "Parking Report" will be generated for in-house guests.

Use the following steps to create a user defined field, Car License, in the RezStream Booking Engine.

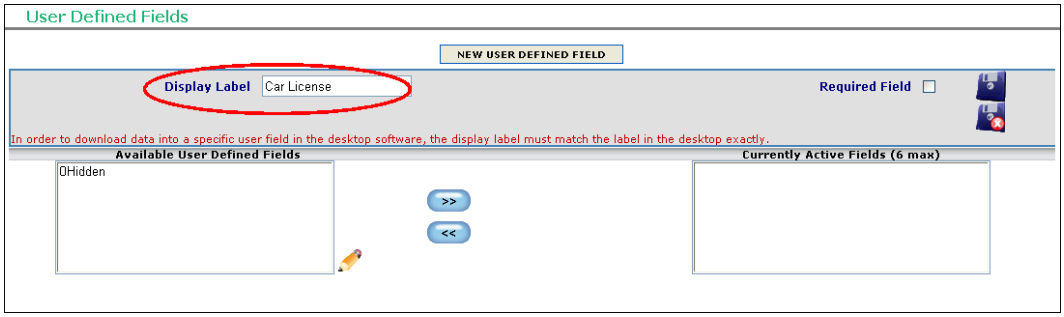
1. From the RezStream Booking Engine Online Administrative Interface, click Account > User Defined Fields.



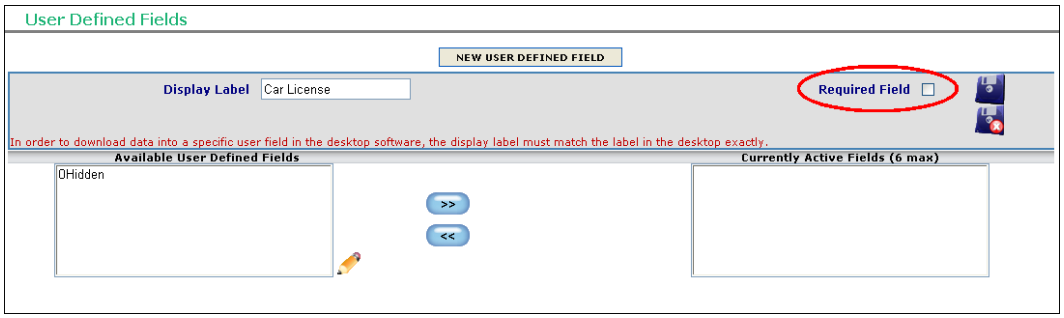
2. Click the "New User Defined Field" button.



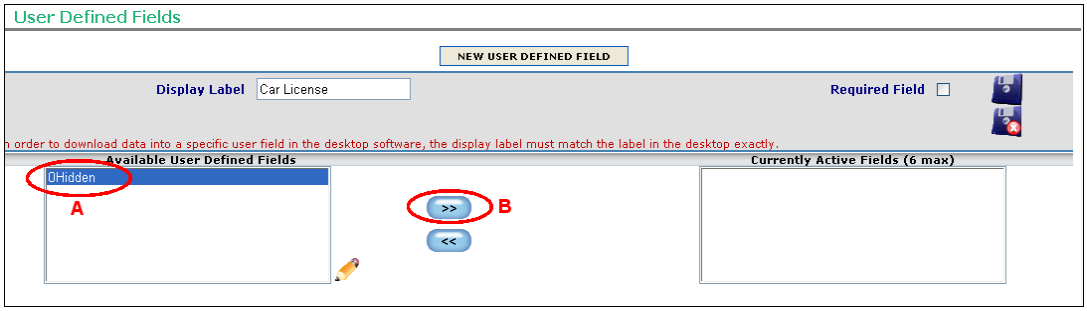
3. Enter a description, Car License, in the display label field.


User Defined Fields
NEW USER DEFINED FIELD
Display Label
Car License
Required Field
In order to download data into a specific user field in the desktop software, the display label must match the label in the desktop exactly.
Available User Defined Fields
Currently Active Fields (6 max)
0Hidden
>>
<<

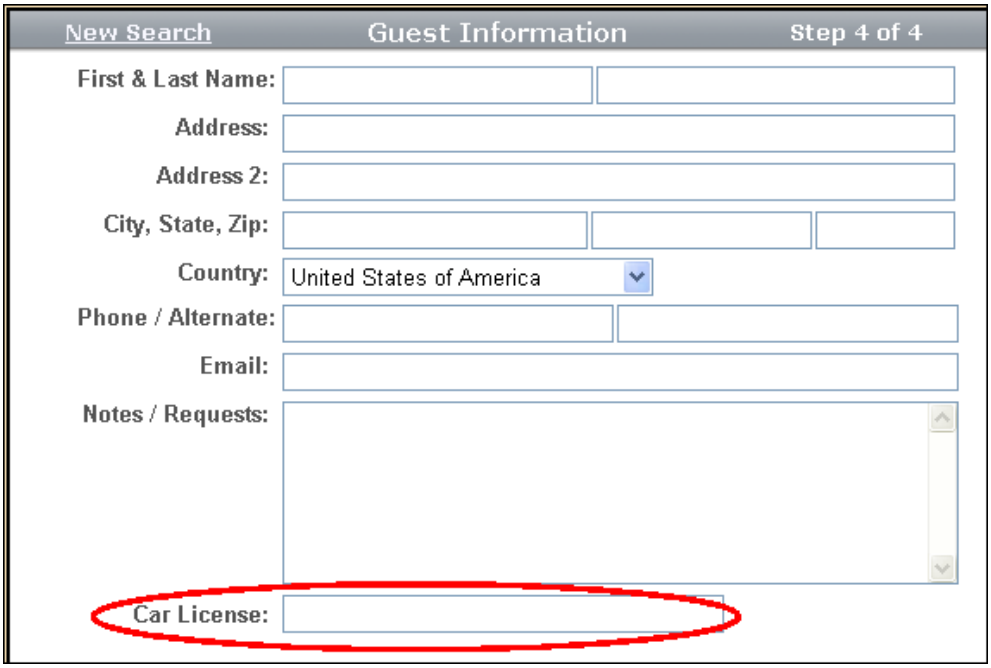
4. If this user defined field will be required for the online guest to complete when making a reservation, enter a check in the box next to "Required Field."


User Defined Fields
NEW USER DEFINED FIELD
Display Label
Car License
Required Field
In order to download data into a specific user field in the desktop software, the display label must match the label in the desktop exactly.
Available User Defined Fields
Currently Active Fields (6 max)
0Hidden
>>
<<

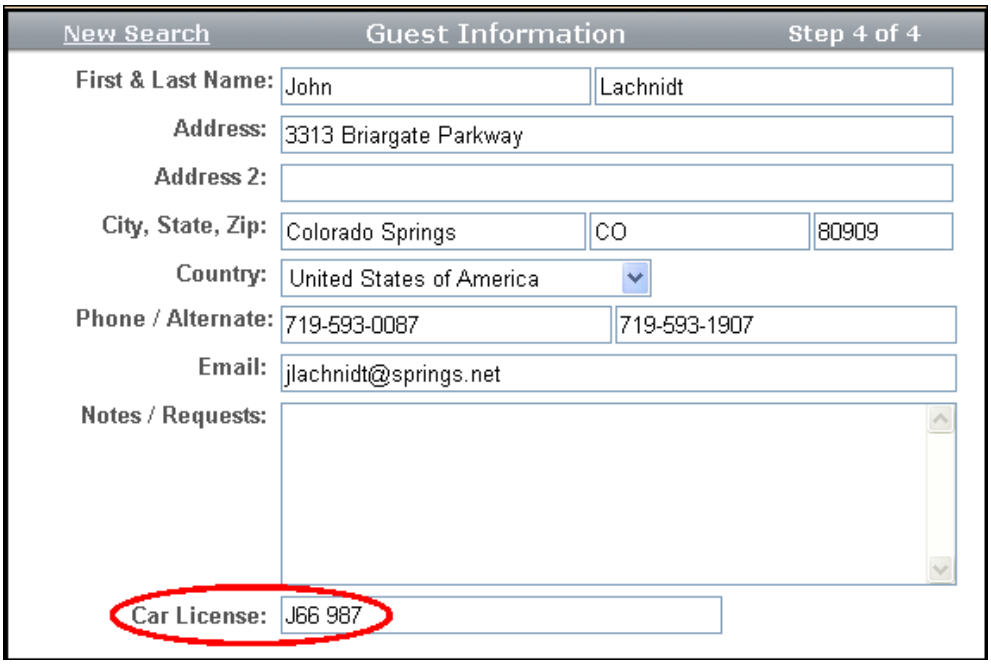
5. To make the new user defined field active, highlight the "0Hidden" text (A) in the "Available User Defined Fields" box and click the right arrow button (B).



During the online reservation process, the user defined field, Car License, now displays on the Guest Information page.



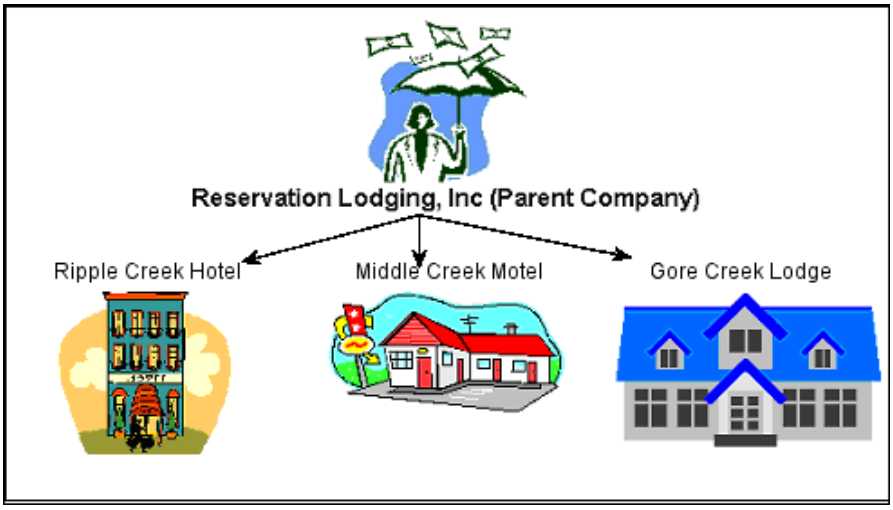
The guest enters their license number along with other personal information.



Upon completing the Account setup menu, you are now ready to proceed to Property setup.

OVERVIEW OF THE PROPERTY SETUP MENU

The Property setup menu can be used for configuring the RezStream Booking Engine for unique properties. For example, a group of three related properties owned by the same company would be configured under one account. However, specific information about each property would be defined in the Property setup menus. A graphical representation of this relationship follows.



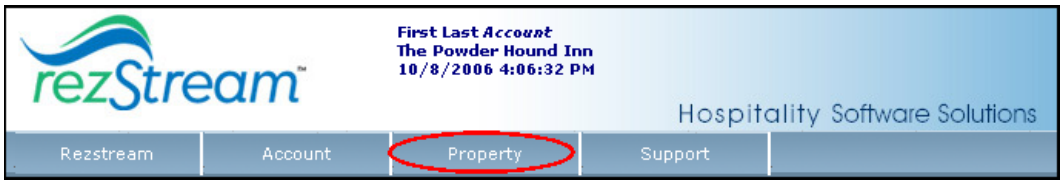
In the example above, there is one parent company, Reservation Lodging, Inc. This umbrella company would be configured under one Account setup. Next, the RezStream Booking Engine would be customized to operate uniquely based on which property the Internet guest selects when making a reservation. For example, guest letters are configured under the Property setup menu. While many of the policies for Reservation Lodging, Inc. may apply to all three properties (cancellation policies and deposit rules), the letters that guests receive will be unique, even if the changes are subtle, such as property addresses, directions, and specific amenities.

For single properties, such as our Powder Hound Inn example, the Account and Property setup menus have a one-to-one correlation. There is one Account setup for The Powder Hound Inn and one Property setup for The Powder Hound Inn.

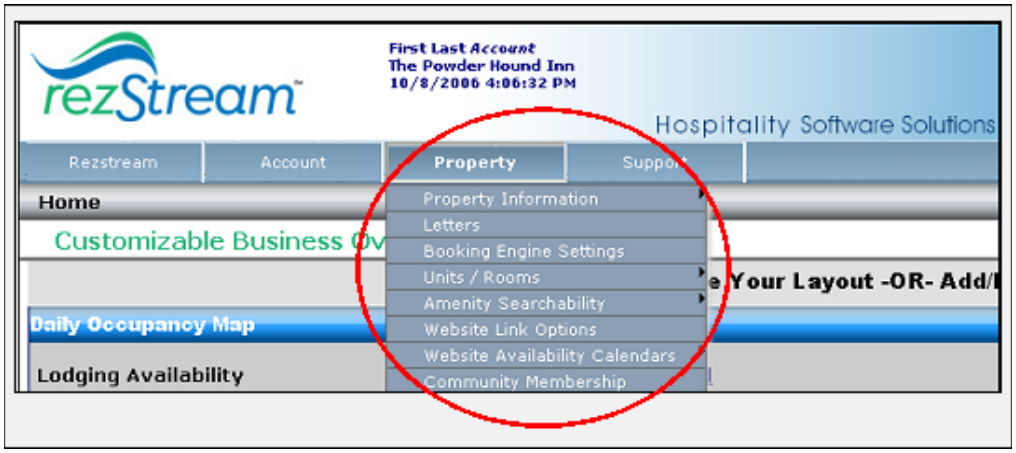
This section will take you through the Property setup menu for our fictional property, The Powder Hound Inn. The variance for multiple property situations is that a unique property configuration would be setup for each specific entity.

ORGANIZING INFORMATION FOR PROPERTY SETUP

RezStream recommends organizing the information necessary for completing Property setup. Having this information organized will assist you in completing the Property setup section in the RezStream Booking Engine Online Administrative Interface.



This section will outline the information required for Property setup. From the RezStream Booking Engine Online Administrative Interface, the Property setup menu contains the following links.



Please review the REQUIRED items necessary to begin Property setup. After organizing the information, it will be entered into the RezStream Booking Engine Online Administrative Interface.

ⓘ ***The headings in the Property section marked below as Optional are NOT required to complete during Property setup in order to use the RezStream Booking Engine. However, you may want to review these sections and determine whether or not completing them would be beneficial to your property.***

PROPERTY INFORMATION

From the RezStream Booking Engine Online Administrative Interface, the Property > Property Information link is organized into six tabs, Details, Finance Settings, Terms & Conditions, Policies, Photos, and Amenities. To complete the Property > Property Information section, organize information in each of the sections described below.

Property Details

The Property Details form is used for entering property specific information. In addition to contact information, the Property Details form also prompts you for your property logo, a property photo, and specific Global Distribution System data.

Action Item

Organize the following information for data input.

- Property contact information
  - Business name
  - Description
  - Address
  - City
  - State
  - Zip
  - Country
- Property photo
- Property logo
- Primary and secondary contact
- Phone numbers
- Fax number
- Toll-free number
- Email address
- Web address
- Property type (bed and breakfast, lodge, hotel, motel, etc.)
- Date format preference
- ODS property code
- Detailed property description

Finance Settings

The Finance Settings form is used to specify billing contact information and credit card details for deducting RezStream Booking Engine commissions for online reservations.

Action Item

Organize the following information for data input.

- Billing Contact Information
  - Billing name
  - Billing address
  - City
  - State
  - Zip
  - Phone number
  - Credit card number
  - Expiration month
  - Expiration year

Terms & Conditions (Optional)

The Terms & Conditions tab is used to enter information that guests will view, and agree to, prior to making a reservation. For example, if your property requires two weeks notice prior to canceling a reservation, that information should be entered in this step.

Action Item

Write down the terms and conditions that guests should be notified of prior to making online reservations. This information will be entered as part of the RezStream Booking Engine's Property setup.

Policies (Optional)

The Policies tab is used to enter guest policy information

Action Item

Write down the policies that guests should be notified of prior to making online reservations. This information will be entered as part of the RezStream Booking Engine's Property setup.

Photos (Optional)

Photos were previously uploaded to the RezStream Booking Engine during Account setup. In this step, companies that are configuring multiple properties for use with the RezStream Booking Engine will assign previously uploaded images to the current property that is being configured.

Action Item

For companies configuring multiple properties for use with the RezStream Booking Engine, view the photos that were previously uploaded during Account setup and specify which photos should be assigned to each individual property.

ⓘ ***Companies configuring a single property for use with the RezStream Booking Engine do NOT have an action item to complete.***

Amenities (Optional)

For companies that are configuring multiple properties for use with the RezStream Booking Engine, amenities can be used to describe property features and differentiate properties. All amenities, regardless of property, are defined using the RezStream Booking Engine Online Administrative Interface Account > Account Information > Amenities link. The Property > Property Information > Amenities tab is then used to assign specific amenities to their respective property.

Action Item

For companies configuring multiple properties for use with the RezStream Booking Engine, view the amenities that were previously defined during Account setup and make a list of which amenities should be assigned to each individual property.

ⓘ ***Companies configuring a single property for use with the RezStream Booking Engine do NOT have an action item to complete.***

LETTERS

Two confirmation letters can be configured in the RezStream Booking Engine, a reservation confirmation letter and a reservation request letter. Both letters are configured under the Property > Letters tab.

Action Item

Write your version of a reservation confirmation and reservation request letter. Having copies of these letters will make it easier to configure them in the RezStream Booking Engine. In addition to writing text for the letters, make notes of where you would like to insert reservation information. For example, letters can be configured so that a guest's first name is displayed in the letter's header.

BOOKING ENGINE SETTINGS

The information compiled in each section of the Booking Engine Settings tab defines how the RezStream Booking Engine reacts when an Internet guest makes an online booking. These sections are listed below and a brief description of what information should be organized for each follows.

- Guest Payment Settings
- Design Header
- Design Footer
- Reservation Defaults
- Guest Tracking
- Style Reservation Pages
- Reservation Behavior
- Property Management/Owner Options

Guest Payment Settings

The Property > Booking Engine Settings > Guest Payment Settings tab allows you to define:

- How the RezStream Booking Engine reacts when a customer payment is rejected.
- Accepted forms of payment for an online reservation.
- Online deposit requirements.

Action Item

Make decisions about how the following RezStream Booking Engine settings should be configured at your property.

1. When an online payment is rejected, what should happen?
    a. The reservation is processed as a "request."
    b. The reservation is still processed as a confirmed booking.
    c. The reservation is NOT processed and a contact at the property receives an email.
    d. The guest is not allowed to continue until a valid form of payment is entered.
2. Make a list of the accepted forms of online payments at your property.
3. Create an online booking deposit policy. Will your property require:
    a. A percentage of the total balance due?
    b. A percentage of the average daily rate?
    c. A percentage of the first day's rate?
    d. A percentage of the last day's rate?
    e. A fixed amount per reservation?
    f. Will tax be included when calculating deposits due?

Design Header

A customized header section can be configured for the RezStream Booking Engine under the Property > Booking Engine Settings > Design Header tab. The header is displayed throughout the online booking process.

Action Item

If your property employs a web design company, consult with them to create a header section that can be used with the RezStream Booking Engine. If your property manages its own website, make sure the website manager knows that your property is able to customize the look and feel of the RezStream Booking Engine. It is advisable to have this person available for this portion of the RezStream Booking Engine setup.

Design Footer

A customized footer section can be configured for the RezStream Booking Engine under the Property > Booking Engine Settings > Design Footer tab. The footer is displayed throughout the online booking process.

Action Item

If your property employs a web design company, consult with them to create a footer section that can be used with the RezStream Booking Engine. If your property manages its own website, make sure the website manager knows that your property is able to customize the look and feel of the RezStream Booking Engine. It is advisable to have this person available for this portion of the RezStream Booking Engine setup.

Reservation Defaults

The following settings are stored in the Property > Booking Engine Settings > Reservation Defaults tab.

- The setting that determines how the RezStream Booking Engine reacts when an Internet guest searches for a room and there are no rooms available.
- Settings for the default number of adults, children, and length of stay.
- The setting that defines the maximum number of days, weeks, months, or years in the future in which online bookings will be accepted.
- The minimum number of days (from the current date) in which online reservations are accepted.
- The setting that determines how reservation sources & reasons will be selected or assigned to online bookings.
- The setting that determines the amount of detail displayed to guests when viewing reservation charges online.

Action Item

Make decisions about how the following RezStream Booking Engine settings should be configured at your property.

1. What should happen when an online guest attempts to make a reservation for dates when there is no availability?
    a. The guest simply sees that no rooms are available.
    b. A message is displayed alerting the guest that no rooms are available.
    c. A message is displayed alerting the guest that no rooms are available and an email is sent to a contact at your property.
2. How should the following RezStream Booking Engine defaults be set?
    a. Number of adults per reservation.
    b. Number of children per reservation.
    c. Length of stay per reservation.
    d. Maximum number of adults per reservation.
    e. Maximum number of children per reservation.
    f. Maximum stay (nights) per reservation.
3. How far in advance will your property accept reservations via the RezStream Booking Engine?
4. When will your property cut off the RezStream Booking Engine for reservations? For example, will you allow reservations to be made online for the current date?
5. How will your property use the sources and reasons previously defined during Account setup?
    a. Will online guests choose a source and reason when making a reservation?
    b. Will online guests be forced to choose a source and reason when making a reservation?
    c. Will one source and reason selected by the property be used for all online reservations?
6. How much invoice detail will be displayed to a guest making a reservation online?
    a. Will your property display each line item to the guest?
    b. Will your property display a total by day?
    c. Will your property display a total for the entire reservation?

Guest Tracking (Optional)

There are several options for tracking guest activity on your website and the RezStream Booking Engine. RezStream offers tracking through the RezStream Tracker™.

The RezStream Tracker™ can be used to accumulate a host of statistics about visitor traffic on your website. This feature tracks the amount of time visitors spend on each page as well as how much time they spend in the RezStream Booking Engine. In addition, statistics can be generated that can help determine when guests are abandoning the online reservation process. This information can help you make changes to the RezStream Booking Engine in order to generate more online revenue.

Action Item

If your property is interested in learning more about the RezStream Tracker™, contact RezStream sales at 866-360-8210.

Style Reservation Pages

The RezStream Booking Engine's page background, default font colors, font style, and font size can be customized in the Style Reservation Pages tab.

Action Item

Make decisions about the following style settings for the RezStream Booking Engine.

- Background color
- Font color
- Font type (Arial, Times New Roman, etc.)
- Font size

Reservation Behavior

The Reservation Behavior settings control several RezStream Booking Engine functions which includes how availability will be returned, which room rates that will be displayed to online guests, whether or not packages and point of sale items will be sold online, and what the default settings are for date and currency displays.

Action Item

Know the answers to the following questions about how the RezStream Booking Engine should be configured at your property.

- Should online guests make reservations for specific rooms (i.e. 101 – King) or room types (King, Queen Queen, or Suite)?
- Will your property offer more than one rate name (Rack, AAA, etc.) on the RezStream Booking Engine?
- Will you allow online guests to book packages and point of sale items via the RezStream Booking Engine?
- What default date format will your property use with the RezStream Booking Engine?
    - MM/DD/YYYY
    - DD/MM/YYYY
    - August 29, 2007
- What default currency form will your property use with the RezStream Booking Engine?

Property Management/Owner Options (Optional)

The Property > Booking Engine Settings > Property Management/Owner Options tab is used by properties where units at a property are owned by multiple owners. This link can be used in conjunction with usernames and passwords for individual owners to be granted access to the RezStream Booking Engine.

Action Item

Make decisions on whether or not individual owners should be allowed to:

- View their unit's availability
- View guest invoices
- Make reservations
- View guest information
- Select rates for reservations

UNITS/ROOMS

The Property > Units/Rooms link is used for defining:

- Unit/room details
- Amenities that describe rooms
- Photos that describe rooms
- Dates that units/rooms will not be available for online reservations via the RezStream Booking Engine

Unit Details

The Property > Units/Rooms > Unit Details tab is used for defining your property's rooms.

Action Item

Make a list of all rooms at your property, including:

1. A descriptive name for the room.
2. The room number.
3. A description of the room.
4. Maximum capacity for the room.
5. The rate plan that will be assigned to the room.

ⓘ ***Many properties simply use room numbers to describe their rooms. In these instances, RezStream recommends appending the room number with the room type, for example 101 – King. With the room type appended to the room number, Internet guests are clear as to the type of room they are booking.***

Amenities (Optional)

The Property > Units/Rooms > Amenities tab is used for assigning previously defined amenities to specific room numbers.

Action Item

Make a list of each room at your property and the amenities that should be assigned to it.

Photos (Optional)

The Property > Units/Rooms > Photos tab is used for assigning previously uploaded photos to specific room numbers.

Action Item

Make a list of each room at your property and the photos that should be assigned to it.

Black-Out Wizard (Optional)

The Property > Units/Rooms > Black-Out Wizard link is used for defining dates when units are NOT available to online guests making reservations via the RezStream Booking Engine. For example, a property may be extremely busy during the holiday season and does not wish to accept online reservations for this time period. In this example, the RezStream Booking Engine can be "blacked out," requiring guests to contact the property directly. A unit can also be blacked out for routine repair or maintenance.

Action Item

Make a list of units and any applicable black-out dates.

AMENITY SEARCHABILITY (OPTIONAL)

Amenities are assigned to properties using the Property > Property Information > Amenities link and assigned to units using the Property > Units/Rooms > Administration link. As soon as an amenity is assigned to either a property or a unit, it automatically becomes searchable. Searchable amenities allow online guests to perform complex searches like searching for a property with a heated pool or a room with an ocean view.

Action Item

Make a list of property and unit amenities that should be flagged as "searchable" in the RezStream Booking Engine.

WEBSITE LINK OPTIONS

In order to make the RezStream Booking Engine "live," you will need to add a link to your property's marketing website that allows Internet guests to access the RezStream Booking Engine. Normally an Internet guest will visit your property's website to learn about the property prior to booking a reservation. On the website, the Internet guest reads about the property, looks at property pictures, and becomes interested in making a reservation.

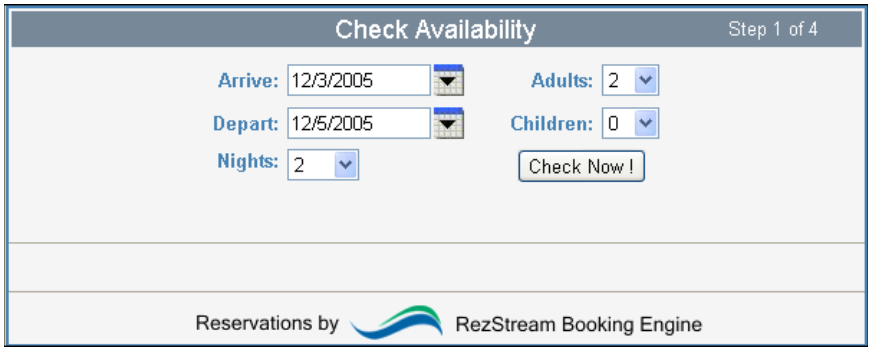
In order for the guest to book a reservation, a hyperlink is added to the website that redirects the Internet guest to the RezStream Booking Engine. This hyperlink can be text or a graphic that reads "Make a Reservation," "Book a Reservation," or anything else that lets the guest know that clicking the link will allow them to make a reservation. The link can be customized by the property and its web designer or one of the standard RezStream Booking Engine hyperlinks can be copied and pasted into the property's marketing website.

Action Item

Consult with your property's website design firm to create a hyperlink on your website to the RezStream Booking Engine. If your property does not employ a website design firm, there are three default hyperlinks to choose from that can be easily copied and pasted onto your property's website.

WEBSITE AVAILABILITY CALENDARS (OPTIONAL)

The default starting point for Internet guests to book online reservations via the RezStream Booking Engine is the Check Availability form.



If your property would rather display an availability calendar as a starting point for RezStream Booking Engine reservations, calendar options are available under the Property > Website Availability Calendars link.

Action Item

Decide whether your property wants guests to begin their online reservation from the Check Availability form displayed above or a more detailed availability calendar. If you decide to use an availability calendar, several options are available when configuring this section of the RezStream Booking Engine.

SAMPLE PROPERTY WORKSHEET – THE POWDER HOUND INN

The Powder Hound Inn is a fictional property whose data will be used in the RezStream Booking Engine configuration diagrams. For continuity, the fictional property information listed in the next several pages, from ***Property Information*** through ***Website Link Options***, will be used throughout the RezStream Booking Engine User's Guide. When entering your own property's data into subsections of Property setup, you may find it helpful to refer back to these sample worksheet sections to see how specific data was entered for The Powder Hound Inn.

PROPERTY INFORMATION

From the RezStream Booking Engine Online Administrative Interface, the Property > Property Information link is organized into six tabs.

- Details
- Finance Settings
- Terms & Conditions
- Policies
- Photos
- Amenities

Details

1. Ben Boarding and Telly Skier will be the primary and secondary contacts for The Powder Hound Inn. Their information, along with contact information for the Inn, will be entered in the Property Details form.
2. The Powder Hound Inn has a general reservations email address: reservations@powderhoundinn.com

3. The detailed property description will be:
   "The Powder Hound Inn – an outdoor enthusiasts' playground with breathtaking mountain views out your back door."

Finance Settings

1. Ben Boarding handles all of the financial issues for The Powder Hound Inn. He will be named as the billing contact in the Finance Settings > Billing Information form.
2. The Powder Hound Inn has a corporate credit card that will be used for paying RezStream Booking Engine commissions. This credit card number is 1111222233334444. The card expires in December of 2009.

Terms & Conditions

By booking an online reservation, the guest agrees to the policies and restrictions of The Powder Hound Inn. Any changes or cancellations may be subject to a $25 booking fee and possibly the forfeiture of any applicable deposit.

Policies

Cats are NOT allowed at The Powder Hound Inn. Dogs are allowed in specified rooms with an additional $125 security deposit. Smoking is NOT allowed in common areas or guest rooms.

LETTERS

The Powder Hound Inn will configure a reservation confirmation letter in the RezStream Booking Engine.

BOOKING ENGINE SETTINGS

Several RezStream Booking Engine settings are configured using the Property > Booking Engine Settings link, including:

- Guest Payment Settings
- Design Header
- Design Footer
- Reservation Defaults
- Guest Tracking
- Style Reservation Pages
- Reservation Behavior
- Property Management/Owner Options

The following information applies to The Powder Hound Inn.

Guest Payment Settings

The Powder Hound Inn has made the following decisions on guest payments settings in the RezStream Booking Engine.

- If a guest payment is rejected online, the guest will be required to submit a valid form of payment.
- The Powder Hound Inn accepts VISA, MasterCard, and American Express as online payment forms.
- The Powder Hound Inn will require 100% of the first night's rate to book an online reservation.

Design Header/Footer

The Powder Hound Inn will customize the look and feel of the RezStream Booking Engine by customizing both the header and the footer sections.

Reservation Defaults

The Powder Hound Inn has made the following decisions on reservation defaults in the RezStream Booking Engine.

- If a guest attempts to make a reservation during a time period when no rooms are available, a customized message will be displayed alerting guests that no rooms are available.
- Reservation defaults
    - Adults – 2 (standard capacity)
    - Children – 0
    - Default length of stay – 2 nights
    - Maximum adults – 4
    - Maximum children – 4
    - Maximum stay length – 14 nights
- Maximum time to accept reservations in the future – 1 year.
- Minimum time from current date to accept reservations – 1 day.
- Guests will be required to enter both a source and a reason.
- Online guests will view an invoice (folio) that sub-totals charges by day.

Style Reservation Pages

The Powder Hound Inn has made the following decisions on customizing the look and feel of the RezStream Booking Engine.

- Page Background Color – Wheat
- Font Color – Black
- Font – Verdana
- Font Size - Medium

Reservation Behavior

The Powder Hound Inn has made the following decisions on how reservations will be made in the RezStream Booking Engine.

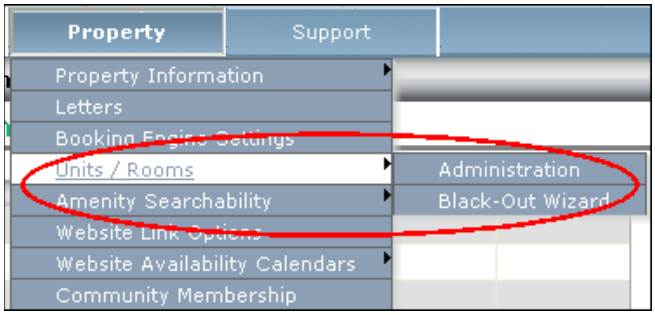
- Guests will make reservations for specific rooms, not room types.
- Multiple rate names (Rack, AAA) will be displayed on the RezStream Booking Engine.
- Point of sale items will be bookable on the RezStream Booking Engine.
- Dates will be displayed using the MM/DD/YYYY format.
- US Dollars will be the default currency in the RezStream Booking Engine.

Property Management/Owner Options

The Powder Hound Inn has units that have different owners and the inn wants these owners to be able to view their unit's availability, view invoices, and have the capability to make reservations online.

UNITS/ROOMS

From the Property > Units/Rooms section, there are two links, Administration and Black-Out Wizard.



The Administration tab is used to define unit details, assign unit amenities, assign unit photos, and view unit availability. The Black-Out Wizard is used to define dates that the units will not be available to online guests via the RezStream Booking Engine.

Administration

The Powder Hound Inn will use the Property > Units/Rooms > Administration link to define its 40 rooms in the RezStream Booking Engine. A spreadsheet with unit details is displayed below.

	A	B	C	D	E	F	G
1	**Unit Long Name**	**Unit Short Name**	**Unit Description**	**Max. Capacity**	**Rate Group**	**Amenities**	**Photo**
2						**MV=Mountain View**	
3						**HA=Handicap Accessible**	
4						**JT=Jacuzzi Tub**	
5						**NS=Non-Smoking**	
6						**SI=Ski-In/Ski-Out**	
7						**PB = Private Balcony**	
8	101 - King	101	King bed, mountain view, recently remodeled	5	Queen Queen	MV	
9	102 - King	102	Spacious room with a king bed	3	King	PB	
10	103 - Suite	103	Luxurious full-sized suite	5	Suite	MV, PB	YES
11	104 - King	104	King bed, mountain view, over-sized bathroom	3	King	MV	
12	105 - Queen Queen	105	Two queen beds, quiet location	5	Queen Queen	NS	
13	106 - Queen Queen	106	Two queen beds, close to the restaurant and elevator	5	Queen Queen	NS, JT	
14	107 - Queen Queen	107	Two queen beds, handicap accessible	5	Queen Queen	HA	
15	108 - King	108	King bed with flat screen television	3	King	NS, PB	
16	109 - Suite	109	Luxurious suite with separate work area	5	Suite	MV,JT,NS	YES
17	110 - King	110	King bed, mountain view, over-sized bathroom	3	King	MV	
18	111 - Queen Queen	111	Two queen beds, mountain view, recently remodeled	5	Queen Queen	PB	
19	112 - King	112	King bed with a private balcony	3	King	PB,SI,NS	
20	113 - Queen Queen	113	Two queen beds, private balcony, ski-in/ski-out	5	Queen Queen	PB,SI	
21	114 - King	114	King bed, room for a rollout	3	King	NS	
22	115 - King	115	King bed, Jacuzzi tub, mountain view	3	King	JT, MV	
23	116 - Queen Queen	116	Two queen beds, recently remodeled room	5	Queen Queen	JT, NS	
24	117 - Queen Queen	117	Two queen beds, mountain view	5	Queen Queen	MV, HA	
25	118 - King	118	King bed and a work area	3	King	MV, PB	
26	119 - Suite	119	Luxurious suite with over-sized bathroom	5	Suite	SI, JT, MV	YES
27	120 - Queen Queen	120	Two queen beds, mountain view	5	Queen Queen	MV, NS	
28	121 - Queen Queen	121	Two queen beds, recently remodeled room	5	Queen Queen	NS, MV	
29	122 - Queen Queen	122	Two queen beds, mountain view, private balcony	5	Queen Queen	MV, PB, NS	
30	123 - Queen Queen	123	Two queen beds, handicap accessible	5	Queen Queen	HA	
31	124 - King	124	King bed, room for a rollout	3	King	HA, PB	
32	125 - King	125	King Bed, first floor room	3	King	HA, SI	
33	126 - Suite	126	Luxurious Suite with large private balcony	5	Suite	PB, NS, MV	YES
34	127 - Queen Queen	127	Two queen beds, first floor room	5	Queen Queen	HA, NS	
35	128 - Suite	128	Luxurious suite, first floor room	5	Suite	NS, HA, SI	YES
36	129 - Queen Queen	129	Two queen beds, room for a rollout	5	Queen Queen	NS, HA, SI	

ⓘ ***In the Unit Long Name column, The Powder Hound has appended the room type to the room number. This will help Internet guests know the type of room they are booking.***

Black-Out Wizard

Due to The Powder Hound Inn's busy holiday season, guests will be required to contact the property directly to make reservations between December 22 – December 31, 2007.

AMENITY SEARCHABILITY

In order to make it easier for guests to find rooms that suit their needs, The Powder Hound Inn will make the following amenities searchable.

- Non-Smoking
- Handicap Accessible
- Jacuzzi Tub

WEBSITE LINK OPTIONS

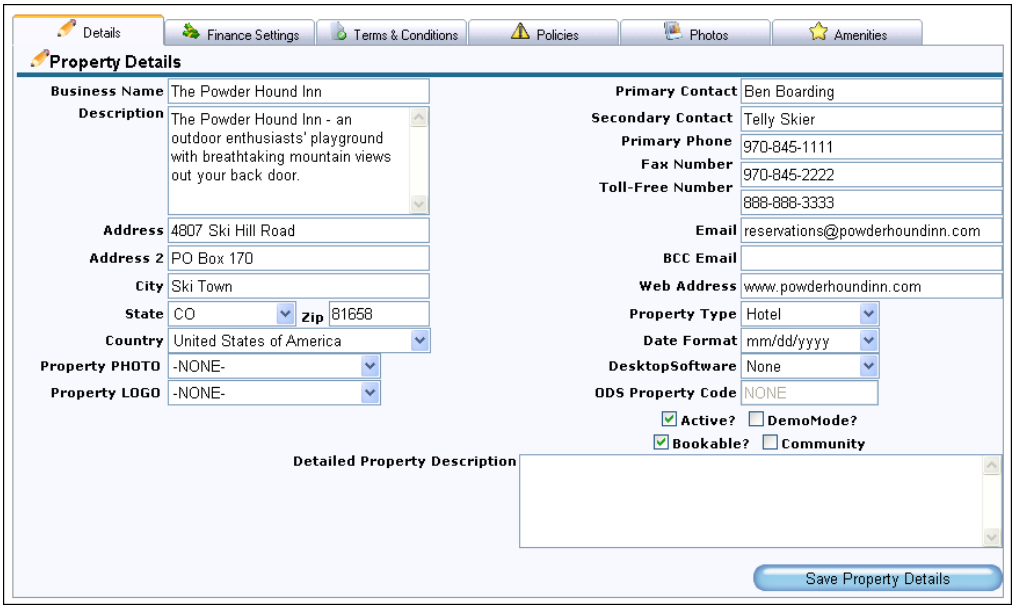
The Powder Hound Inn will add the following button to their website that online guests can click in order to be transferred directly to the RezStream Booking Engine.

PROPERTY SETUP

This section will take you through the Property setup menu for our sample property. The Property menu is organized in the order in which forms should be completed, beginning with Property Information and ending with Website Availability Calendars.

PROPERTY INFORMATION

The RezStream Booking Engine Online Administrative Interface Property > Property Information link is organized into six tabs, Details, Finance Settings, Terms & Conditions, Policies, Photos, and Amenities.



ⓘ ***For companies with multiple properties, this property-specific information form will be completed for each individual property.***

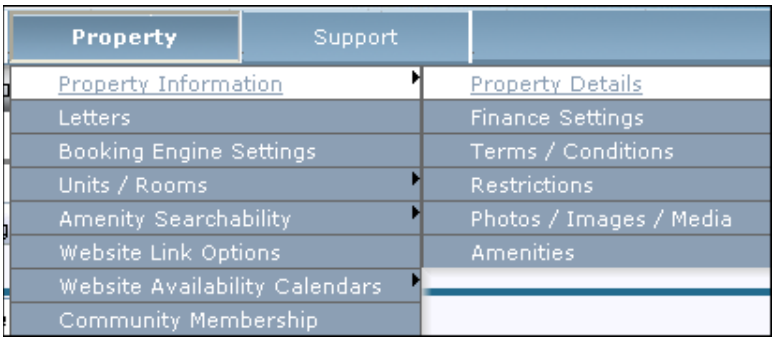
DETAILS

The Details tab is used to define specific property information, including:

- Business name
- Description
- Address and phone numbers
- Property photo
- Property logo
- Contact information
- Email and web address
- Property type (bed and breakfast, hotel, motel, lodge, cabins, etc.)
- Desktop software
- ODS property code
- Detailed property description

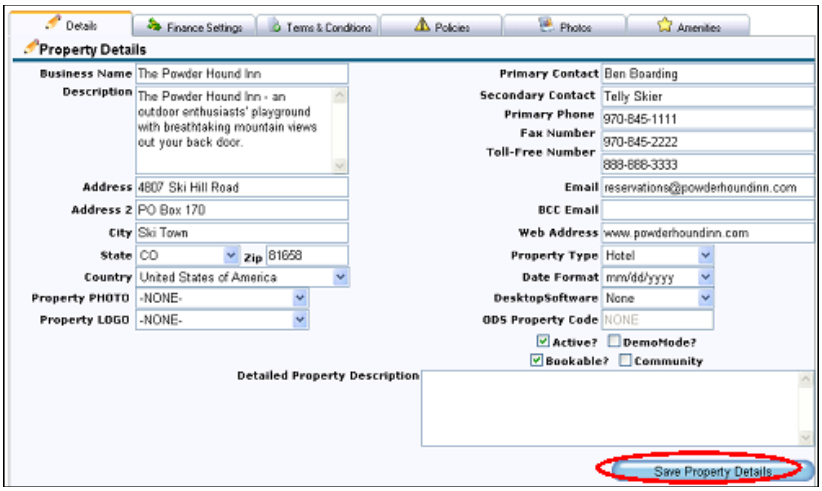
Use the following steps to complete the Property Details form.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Property Information > Property Details link. Alternatively, click the Property > Property Information link and select the Details tab.



2. Complete the Property Details form. A completed form is displayed below. All fields on the Property Details form were previously defined in the Account > Account Information > Details form and automatically transferred to the Property > Property Details form, except:

    a. Description
    b. Property photo
    c. Property logo
    d. Primary contact
    e. Secondary contact
    f. BCC email
    g. Property type
    h. Date format
    i. Desktop software
    j. ODS property code
    k. Detailed property description



3. After completing these fields, click the Save Property Details button.

ⓘ ***Pay attention to drop-down versus data entry fields. Drop-down fields are identified with a down arrow.***

ⓘ ***If your property is configuring the RezStream Booking Engine for use with Onward Distribution Sites (ODS), please contact RezStream support at 303-872-0220.***

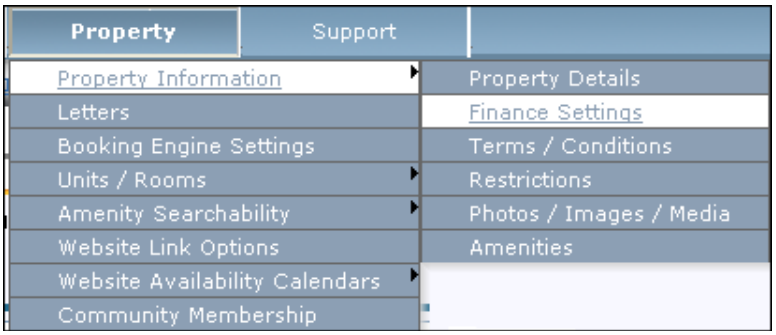
FINANCE SETTINGS

The Property > Property Information > Finance Settings link is used to specify billing contact information and the credit card used for deducting RezStream commissions for online reservations.

Add/Edit Finance Settings

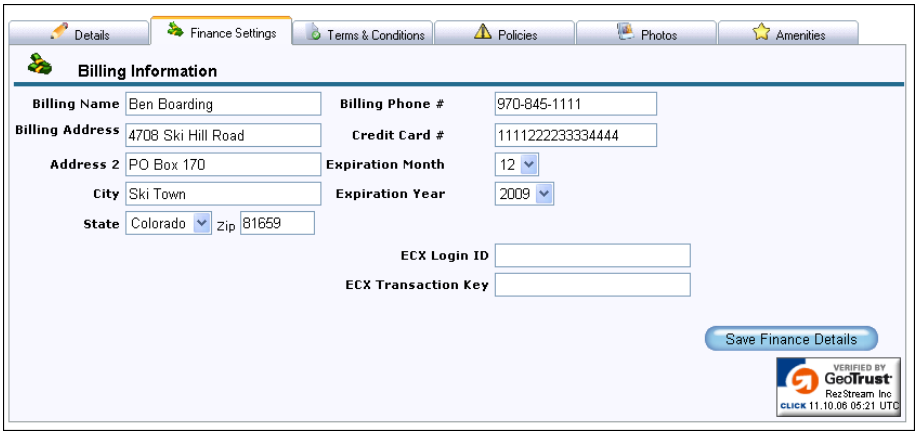
Use the following steps for completing the Billing Information form.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Property Information > Finance Settings link. Alternatively, click the Property > Property Information link and select the Finance Settings tab.



2. The Billing Information form is displayed. Complete the following fields:
   a. Billing name
   b. Billing address
   c. Address 2
   d. City
   e. State
   f. Zip
   g. Billing phone #
   h. Credit card #
   i. Expiration month
   j. Expiration year
   k. ECX login ID
   l. ECX transaction key

3. Click the Save Finance Details button.

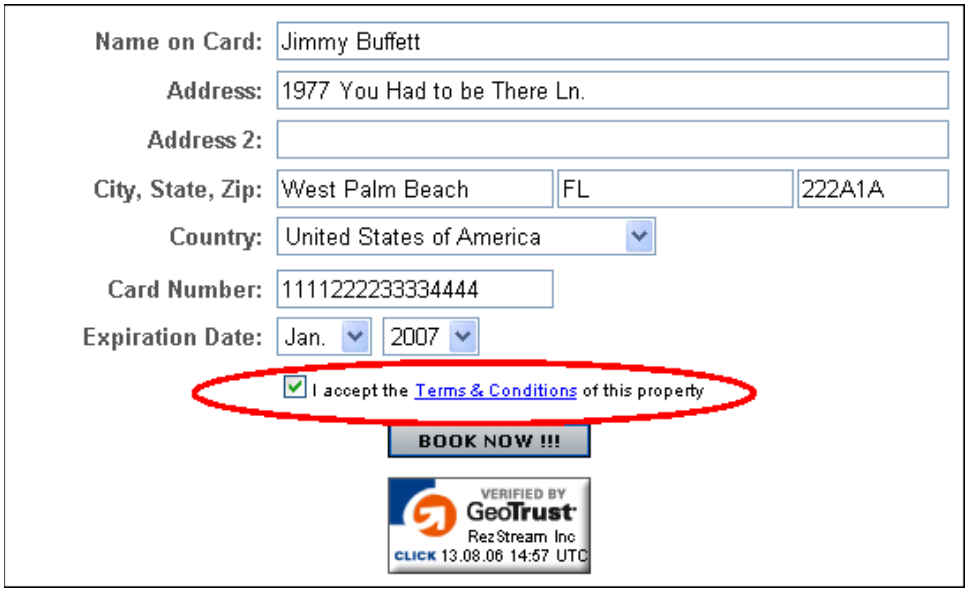


The following table describes the fields in the Billing Information form.

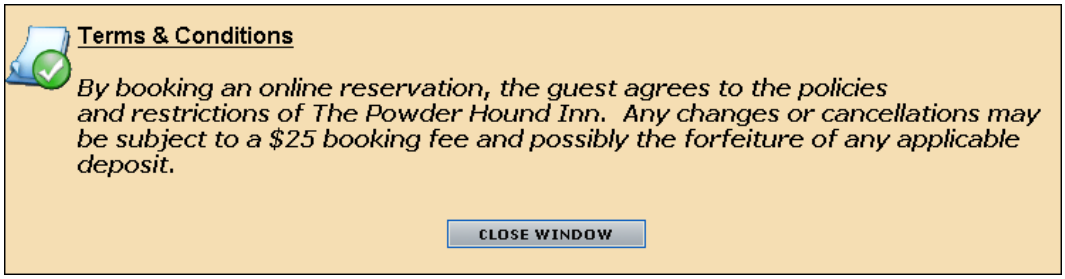
FIELD	DESCRIPTION
Billing Name	Enter the property's billing contact.
Billing Address	Enter the billing contact's street address.
Address 2	PO Box or additional address information.
City	Billing city
State	Billing state
Zip	Billing zip
Billing Phone Number	Billing phone number
Credit Card Number	Enter the credit card number that will be used to pay commissions for RezStream Booking Engine reservations.
Expiration Month	Credit card expiration month
Expiration Year	Credit card expiration year
ECX Login ID	Enter the FNP Merchant Account Login ID required to process transactions against the property's merchant account.
ECX Transaction Key	Enter the transaction key required to process transactions against the property's merchant account.

TERMS/CONDITIONS

A detailed terms & conditions statement can be displayed during the online booking process. After an Internet guest enters his personal and billing information, a hyperlink to the property's terms & conditions is displayed.

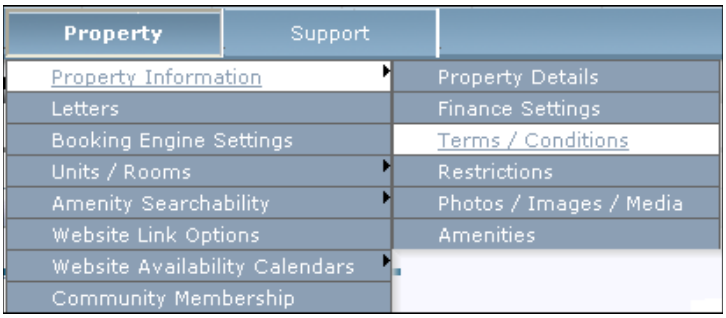


If the Internet guest clicks the hyperlink, the property's Terms & Conditions statement is displayed.

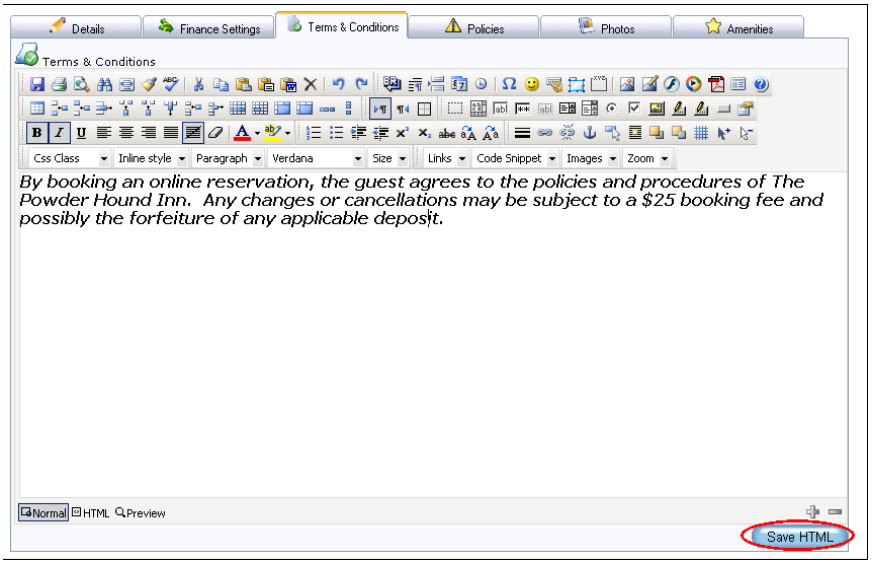

Terms & Conditions
By booking an online reservation, the guest agrees to the policies and restrictions of The Powder Hound Inn. Any changes or cancellations may be subject to a $25 booking fee and possibly the forfeiture of any applicable deposit.
CLOSE WINDOW

These terms & conditions are entered using the following steps.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Property Information > Terms/Conditions link. Alternatively, click the Property > Property Information link and select the Terms & Conditions tab.



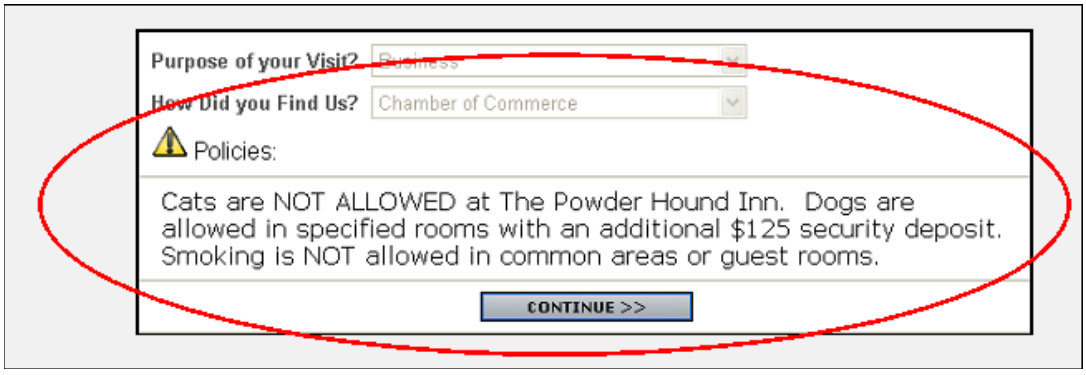
2. Enter a detailed text message describing your property's terms & conditions and click the Save HTML button.


Details
Finance Settings
Terms & Conditions
Policies
Photos
Amenities
Terms & Conditions
By booking an online reservation, the guest agrees to the policies and procedures of The Powder Hound Inn. Any changes or cancellations may be subject to a $25 booking fee and possibly the forfeiture of any applicable deposit.
Normal
HTML
Preview
Save HTML

ⓘ ***Use the buttons in the HTML editor to apply special formatting (bold, underline, italics, font color, font type, etc.) to customize the look of your property's Terms & Conditions statement.***

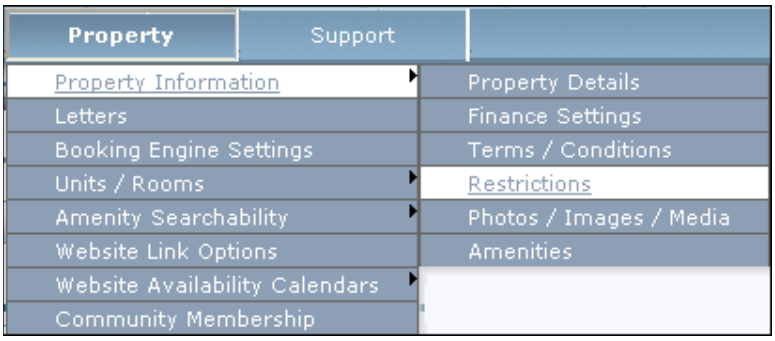
RESTRICTIONS

Property restrictions are displayed to guests making reservations online under the Policies section of the Reservation Details form.

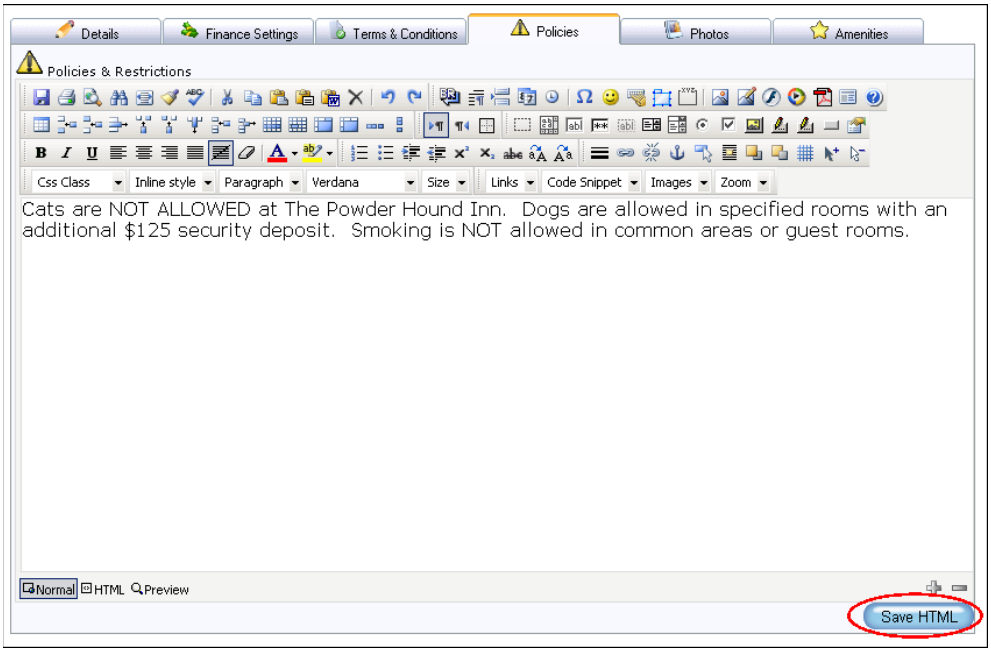

Purpose of your Visit?
How Did you Find Us?
Chamber of Commerce
Policies:
Cats are NOT ALLOWED at The Powder Hound Inn. Dogs are allowed in specified rooms with an additional $125 security deposit. Smoking is NOT allowed in common areas or guest rooms.
CONTINUE >>

Restrictions are added using the following steps.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Property Information > Restrictions link. Alternatively, click the Property > Property Information link and select the Policies tab.



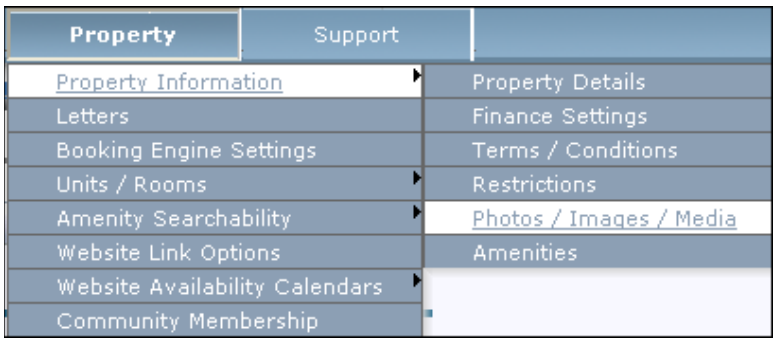
2. Enter a detailed text message describing your property's restrictions and click the Save HTML button.


Details
Finance Settings
Terms & Conditions
Policies
Photos
Amenities
Policies & Restrictions
Cats are NOT ALLOWED at The Powder Hound Inn. Dogs are allowed in specified rooms with an additional $125 security deposit. Smoking is NOT allowed in common areas or guest rooms.
Normal
HTML
Preview
Save HTML

ⓘ ***Use the buttons in the HTML editor to apply special formatting (bold, underline, italics, font color, font type, etc.) to customize the look of your property's Restrictions statement.***

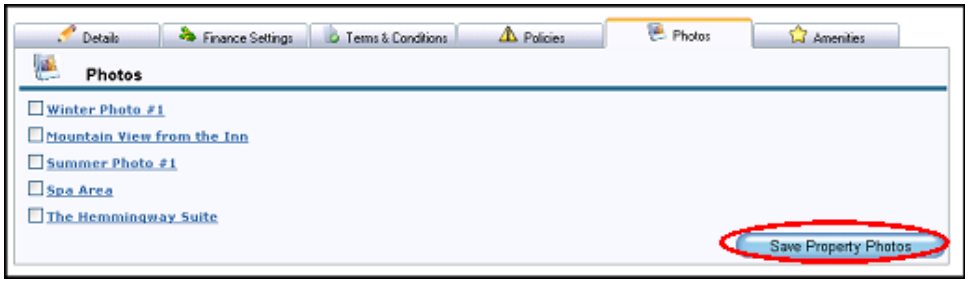
PHOTOS/IMAGES/MEDIA

For companies that accept Internet bookings for multiple properties through the RezStream Booking Engine, a property photo can be assigned using the Property > Property Information > Photos/Images/Media link. Alternatively, click the Property > Property Information link and select the Photos tab.



The photo assigned in this step can help Internet guests become acquainted with the property prior to making the reservation.

After clicking the Photos/Images/Media link, enter a checkmark next to the previously uploaded image that represents the current property.



ⓘ ***Remember to click the Save Property Photos button when finished.***

AMENITIES

For companies that are configuring multiple properties for use with the RezStream Booking Engine, amenities can be used to describe property features and differentiate properties. All amenities, regardless of property, are defined using the RezStream Booking Engine Online Administrative Interface Account > Account Information > Amenities link. The Property > Property Information > Amenities link is then used to assign specific amenities to their respective property.

By entering a checkmark next to an amenity in the Property > Property Information > Amenities link, property-wide amenities are marked as searchable. With searchable property-wide amenities, Internet guests are able to find a property with specific amenities (i.e. – a Heated Pool).

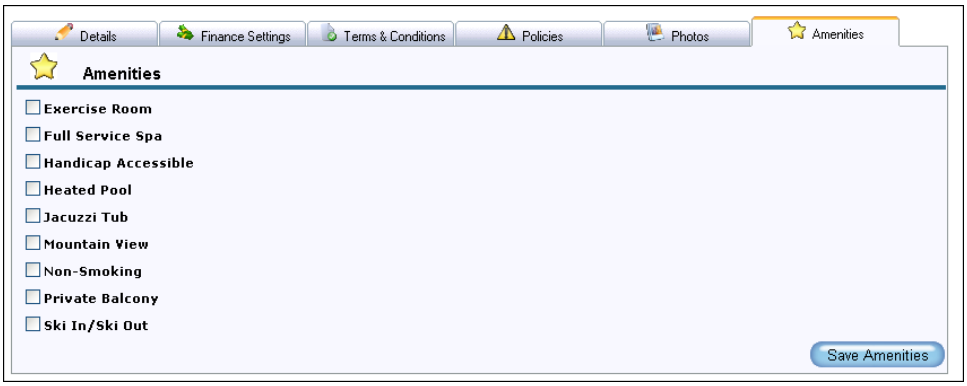
ⓘ ***For companies configuring a single property for use with the RezStream Booking Engine, there is no action required in the Property > Property Information > Amenities link.***

Assign a Property Level Amenity

Use the following steps for assigning property level amenities in the RezStream Booking Engine.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Property Information > Amenities link. Alternatively, click the Property > Property Information link and select the Amenities tab.

2. All amenities previously defined in the RezStream Booking Engine Account setup are displayed. To assign an amenity to the active property (the one you are currently configuring), enter a checkmark next to its description. By entering a checkmark, the amenity is automatically flagged as "searchable."



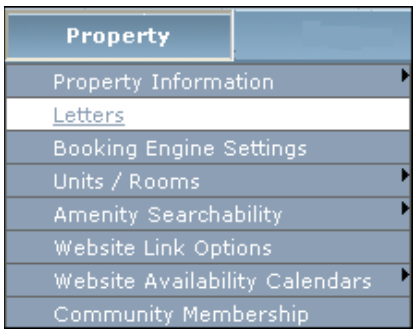
ⓘ ***See the Property > Amenity Searchability section for information about making amenities non-searchable.***

If a company listed several properties through the RezStream Booking Engine with different property level amenities, it would help to flag certain amenities as searchable.

LETTERS

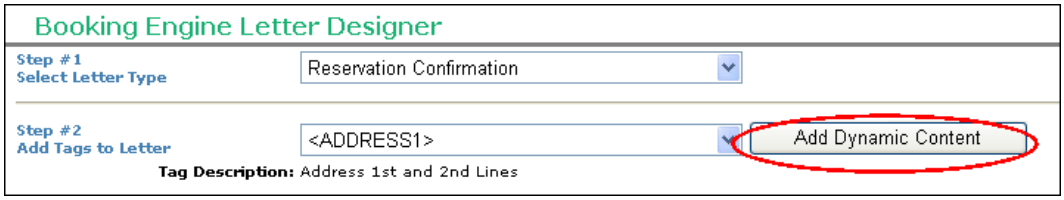
The Property > Letters link is used for creating and customizing guest letters. Correspondence generated through the RezStream Booking Engine is delivered via email. These emails, including confirmations and reservation requests, are generated when an Internet guest makes a reservation or requests a reservation through the RezStream Booking Engine. Two letters, "Reservation Confirmation" and "Reservation Request," come pre-installed with the RezStream Booking Engine.

Our fictional property, The Powder Hound Inn, will customize the default reservation confirmation letter. Access this letter by clicking the Property > Letters link.



ADD A NEW LETTER

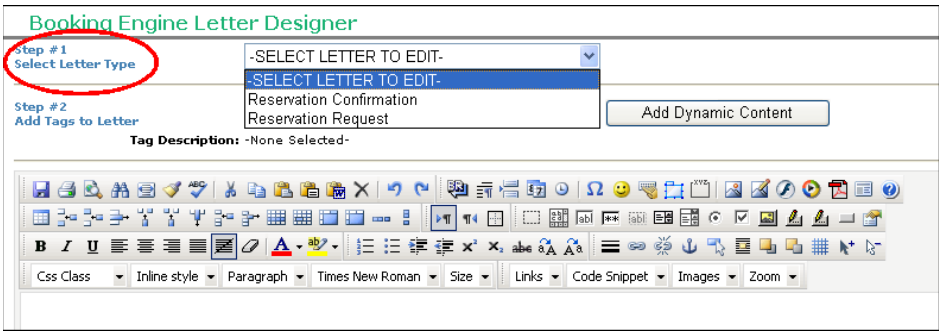
The Booking Engine Letter Designer form, accessed from the Property > Letters link, allows The Powder Hound Inn to create a new letter or customize any existing letter by including database fields, fonts, colors, and special formatting. Database fields represent information collected from the Internet guest during the online booking process. View a list of available database fields by clicking the "Add Dynamic Content" drop-down menu.



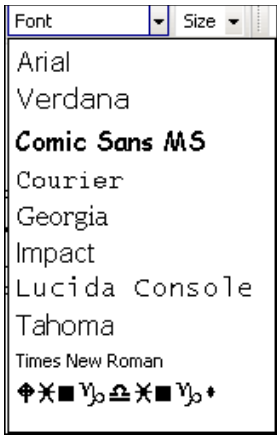
In the above image, the database field <ADDRESS1> represents the 1st address line that the guest entered while making the online reservation.

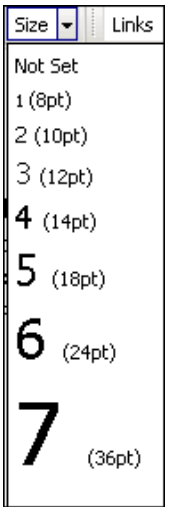
A standard reservation confirmation letter came pre-installed with the RezStream Booking Engine. Use the following steps for customizing the reservation confirmation letter for The Powder Hound Inn.

1. Click the Property > Letters link.
2. The Booking Engine Letter Designer form is displayed. The form contains a grid that lists each existing default letter type.

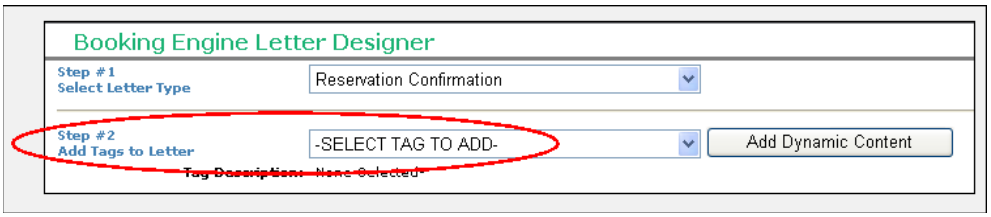


3. For our example, in Step #1/Select Letter Type, we will select Reservation Confirmation. Changes to the letter will be made in the letter editor text box.
4. Text is easily added by typing directly in the Booking Engine Letter Designer text box as you would in any word processing program.
5. Update font styles and sizes by highlighting text in the body of the letter and selecting a new font or font size from the drop-down fields in the Booking Engine Letter Designer main toolbar.



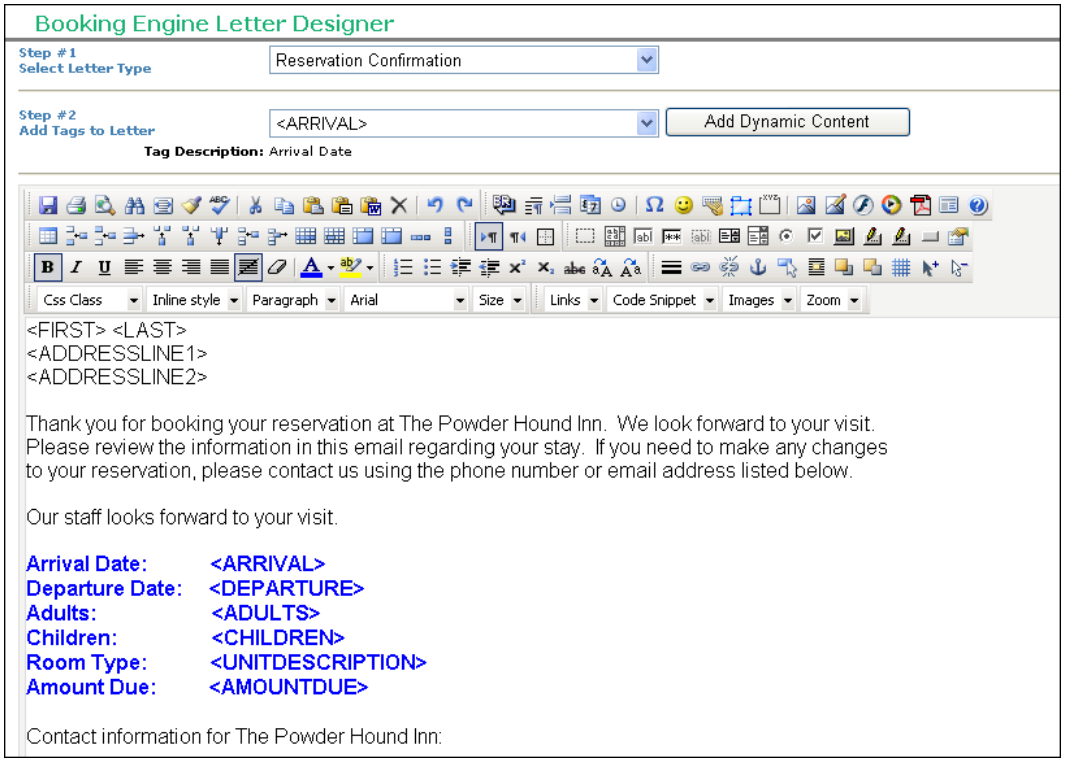


6. Update font colors by highlighting text in the letter's body, clicking the font color button ( ), and selecting a color from the palette.
7. Insert database fields by positioning the cursor at the proper insertion point and then selecting the appropriate field from the "Add Dynamic Content" drop-down list located next to Step #2/Add Tags to Letter.



8. Once a database field is selected, click the Add Dynamic Content button.
9. After making the appropriate changes, click the Save Letter button.

After making these changes, the reservation confirmation letter for The Powder Hound Inn will look like the image below.



BOOKING ENGINE SETTINGS

The Booking Engine Settings link on the Property menu is the gateway for defining how the RezStream Booking Engine reacts when an Internet guest makes an online booking. The categories for configuring the RezStream Booking Engine Settings are listed below.

- Guest Payment Settings
- Design Header
- Design Footer
- Reservation Defaults
- Guest Tracking
- Style Reservation Pages
- Reservation Behavior
- Property Management/Owner Options

ⓘ ***When configuring the RezStream Booking Engine for the first time, it is important to work through the specific default settings in each main category of Booking Engine Settings, completing each one so that the RezStream Booking Engine is configured to meet your property's needs.***

GUEST PAYMENT SETTINGS

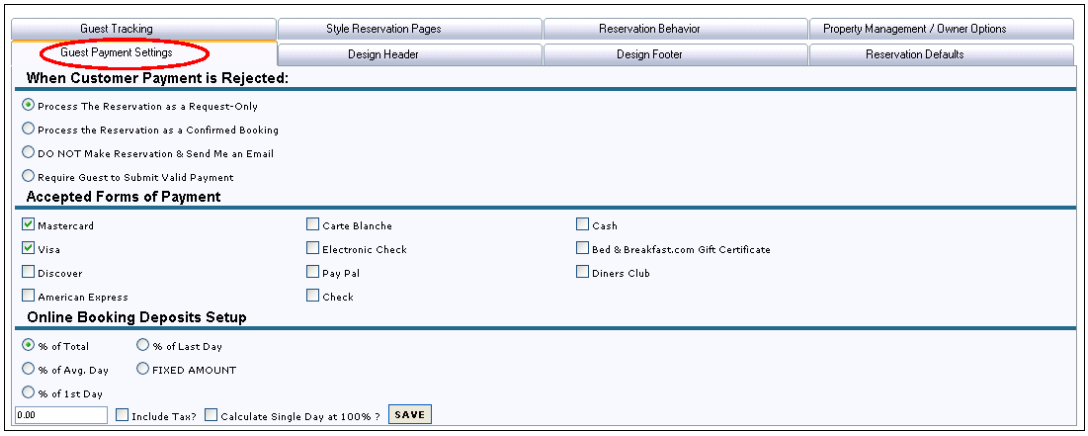
Use Guest Payment Settings to define:

1. How the RezStream Booking Engine reacts when a customer payment is rejected.
2. Forms of payment accepted at the property.
3. Online deposit requirements.

Use the following steps to access the Guest Payment Settings.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Guest Payment Settings tab and complete the fields under each section title.



When Customer Payment is Rejected

Use the following steps to access the When Customer Payment is Rejected settings.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Guest Payment Settings tab.

When an Internet guest makes an online reservation, the RezStream Booking Engine can be configured to require a payment. If the Internet guest's credit card is rejected, the RezStream Booking Engine can react in one of four ways.

When Customer Payment is Rejected:
Process The Reservation as a Request-Only
Process the Reservation as a Confirmed Booking
DO NOT Make Reservation & Send Me an Email
Require Guest to Submit Valid Payment

Each option is described below.

1. The booking is processed in the RezStream Booking Engine and the Internet guest receives a Reservation Request email confirmation.

2. The reservation is processed as a confirmed booking but marked as a reservation with a balance due. It is the property's responsibility to contact the guest and process a valid deposit. In this scenario, availability is updated for the requested dates and a room IS deducted from inventory. The guest receives a Reservation Confirmation email.

3. The reservation is NOT processed. However, the property's primary contact is notified via email that the Internet guest attempted a booking.

4. The reservation is NOT processed. The Internet guest is prompted to submit a valid form of payment.

After selecting the appropriate radio button for how the RezStream Booking Engine should react, click the Save button.

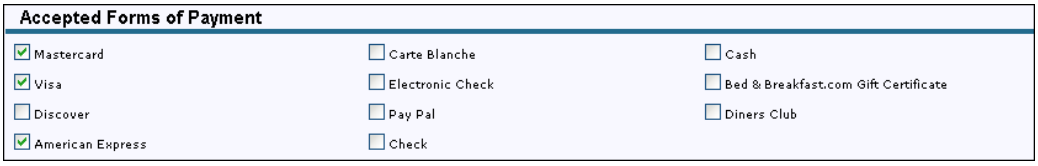
Accepted Forms of Payment

Use the following steps for defining the forms of online payment accepted at the property.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Guest Payment Settings tab.

3. Under the Accepted Forms of Payment heading, enter the types of online payments accepted at your property.



4. Click the Save button.

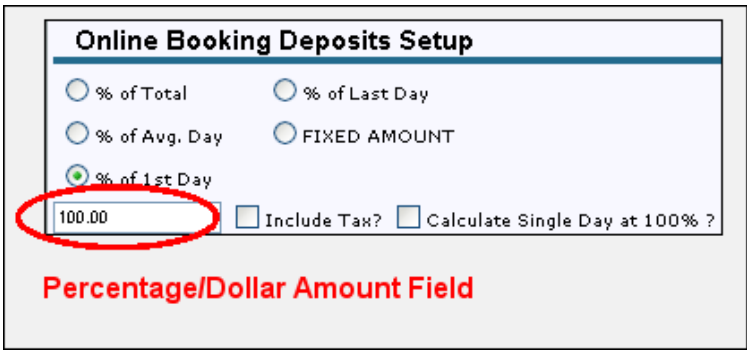
Online Booking Deposits Setup

The Internet guest can be required to submit a deposit while booking a reservation. There are several online deposit options available. These options are stored in the Online Booking Deposits Setup section. Use the following steps for accessing the form and configuring the RezStream Booking Engine for online deposits.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Guest Payment Settings tab.

3. Under the Online Booking Deposits Setup heading, select the desired online deposit radio button and enter the appropriate percentage or dollar amount in the field circled below.



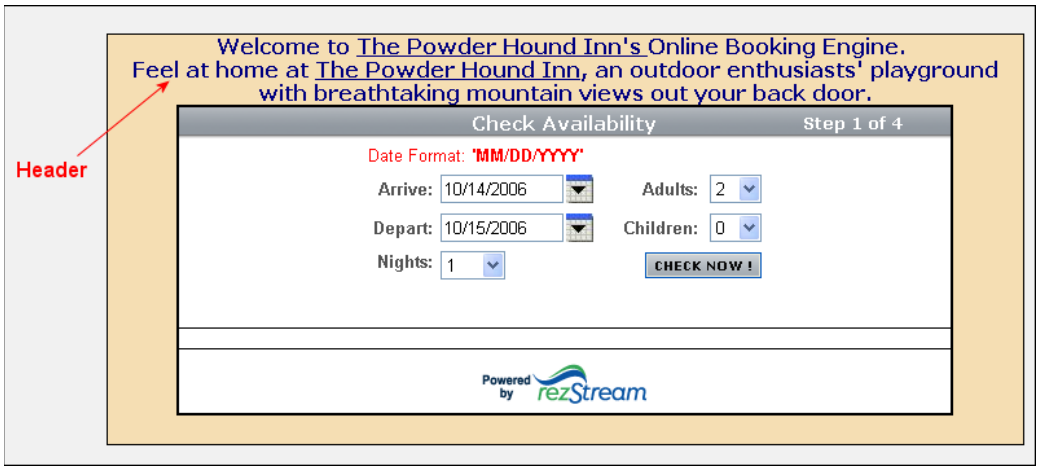
4. Click the Save button.

Options for online deposits are described in the following table.

DEPOSIT OPTION	DESCRIPTION
% of Total	The online deposit percentage is calculated based on the reservation total. Enter the deposit percentage in the percentage/dollar amount field in the bottom left-hand corner of the form.
% of Avg. Day	Because the nightly room charge could vary based on the days booked, i.e. – the guest is arriving on Wednesday and departing on Sunday with a rate increase over the weekend, this option can be used to request a deposit percentage of the average daily rate. Enter the deposit percentage in the percentage/dollar amount field in the bottom left-hand corner of the form. With this radio button selected and 50% entered, a guest with an average daily rate of $100 would be required to submit a $50 deposit.
% of 1st Day	The requested deposit percentage is calculated based on the first day's rate. Enter the deposit percentage in the percentage/dollar amount field in the bottom left-hand corner of the form.
% of Last Day	The requested deposit percentage is calculated based on the last day's rate. Enter the deposit percentage in the percentage/dollar amount field in the bottom left-hand corner of the form.
FIXED AMOUNT	The RezStream Booking Engine deposit amount will be based on a fixed dollar amount. Enter the dollar amount in the percentage/dollar amount field in the bottom left-hand corner of the form.
Include Tax?	With this option selected, all deposits based on daily rates will be calculated at the room rate PLUS tax.
Calculate Single Day at 100%	For single day reservations, payment in full is required. This option can be selected in addition to one of the online booking settings listed above.
Percentage/Dollar Amount Field	Enter the online deposit percentage or dollar amount.

DESIGN HEADER

From the RezStream Booking Engine Online Administrative Interface, click Property > Booking Engine Settings > Design Header to customize the RezStream Booking Engine's header section. An example of the header section is displayed below.

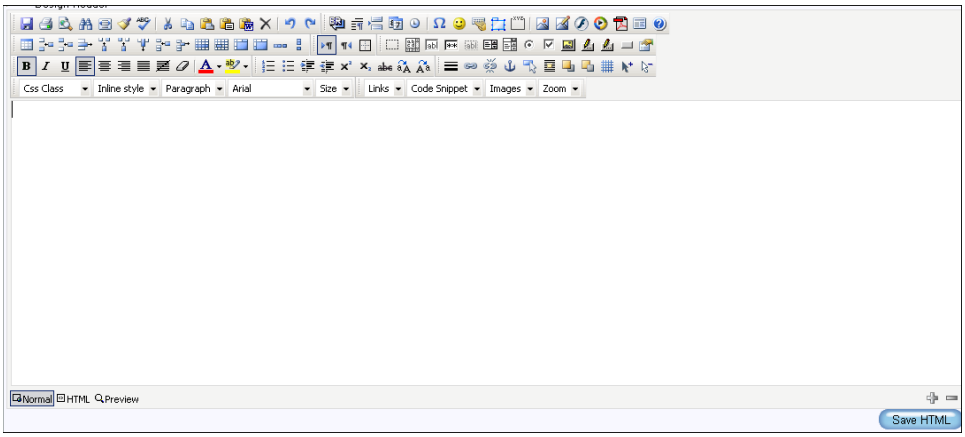


Text displayed in the header is displayed throughout the online booking process. Therefore, text entered in the header should be general in nature, describing the property. In addition to text, hyperlinks and images can be displayed in the header. Hyperlinks are clickable text and/or images that re-direct the Internet guest to another web page. By default, hyperlinks are displayed as underlined text. In the sample above, the text "The Powder Hound Inn's" is a hyperlink. When a guest clicks this text, he is re-directed to the property's website home page (http://www.powderhoundinn.com).

Use the following steps for customizing the RezStream Booking Engine header.

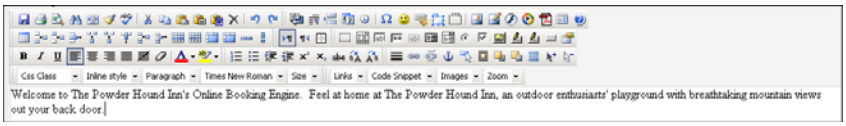
1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Design Header tab. The RezStream Booking Engine Online Administrative Interface HTML editor is displayed.

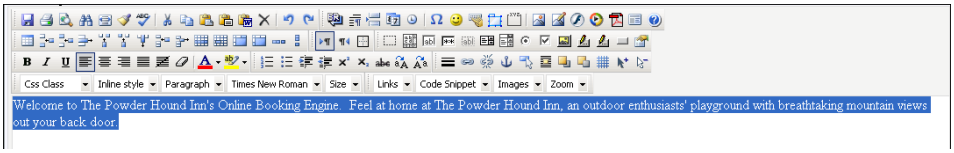


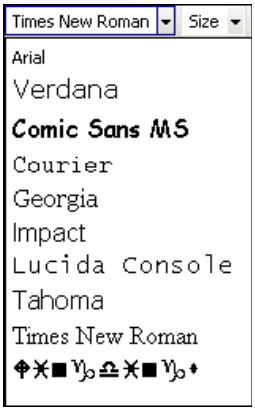
3. In our example, the HTML editor will be used for entering text, special formatting, and inserting a hyperlink. An overview of these tasks follows.

   a. To enter text that will display in the RezStream Booking Engine header, simply type the text as you would in a word processing program.

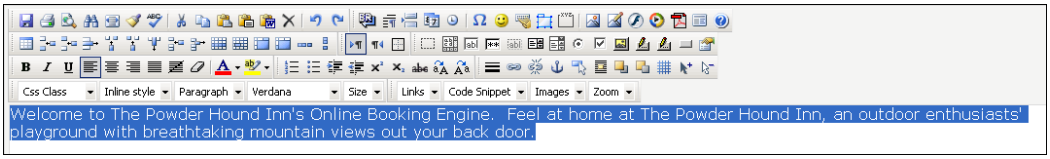

Welcome to The Powder Hound Inn's Online Booking Engine. Feel at home at The Powder Hound Inn, an outdoor enthusiasts' playground with breathtaking mountain views out your back door.

      i. To update the font style for text entered, highlight the text and select a font style from the font drop-down menu.

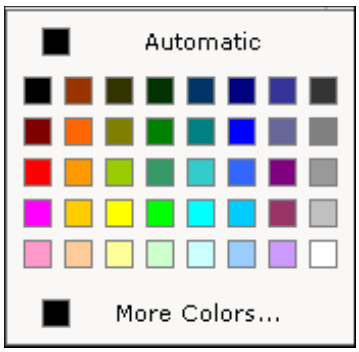

Welcome to The Powder Hound Inn's Online Booking Engine. Feel at home at The Powder Hound Inn, an outdoor enthusiasts' playground with breathtaking mountain views out your back door.



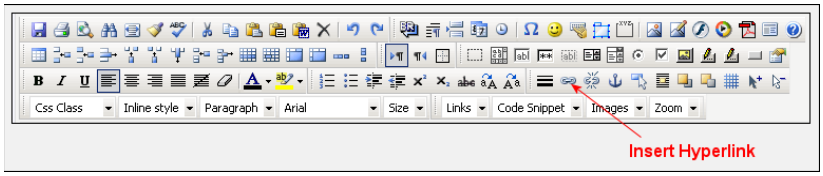
      ii. To apply special formatting to the text (bold, italics, or underlines), select the text and click the applicable formatting button.


Welcome to The Powder Hound Inn's Online Booking Engine. Feel at home at The Powder Hound Inn, an outdoor enthusiasts' playground with breathtaking mountain views out your back door.

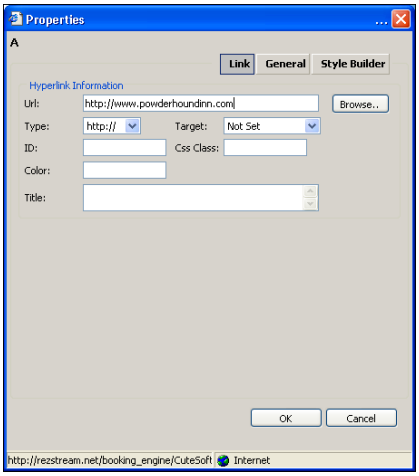
      iii. To change the color of the text, keep the text highlighted and click the Select Font Color toolbar button ( ). Select a color from the grid.



iv. To create hyperlinked text, highlight the section of text that will display as a hyperlink and click the Insert Hyperlink toolbar button ( ).

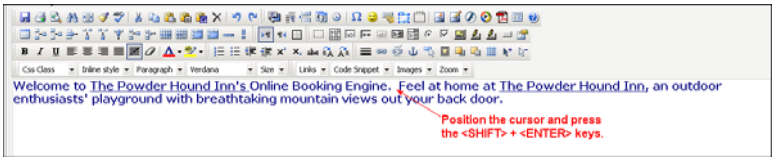


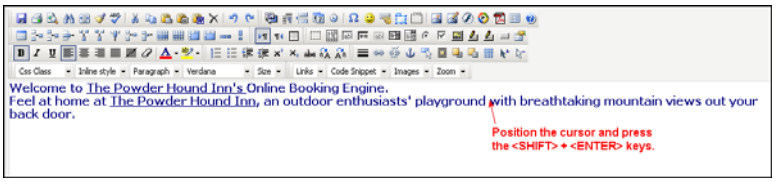
The Properties window displays where a URL can be entered. A URL is the Internet address where the guest will be directed when the text is clicked.

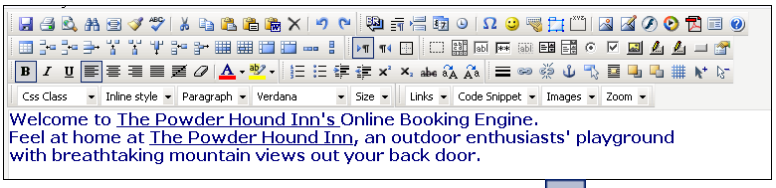


The Target field can be used to determine whether or not a new instance of Internet Explorer (or any other browser that the guest may be using) is launched to display the website.

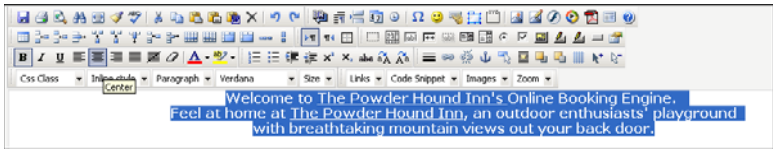
v. To add line breaks, simply position the cursor at the desired break point(s) and press the <SHIFT> + <ENTER> keys.


Welcome to The Powder Hound Inn's Online Booking Engine. Feel at home at The Powder Hound Inn, an outdoor enthusiasts' playground with breathtaking mountain views out your back door.
Position the cursor and press the <SHIFT> + <ENTER> keys.


Welcome to The Powder Hound Inn's Online Booking Engine.
Feel at home at The Powder Hound Inn, an outdoor enthusiasts' playground with breathtaking mountain views out your back door.
Position the cursor and press the <SHIFT> + <ENTER> keys.


Welcome to The Powder Hound Inn's Online Booking Engine.
Feel at home at The Powder Hound Inn, an outdoor enthusiasts' playground with breathtaking mountain views out your back door.

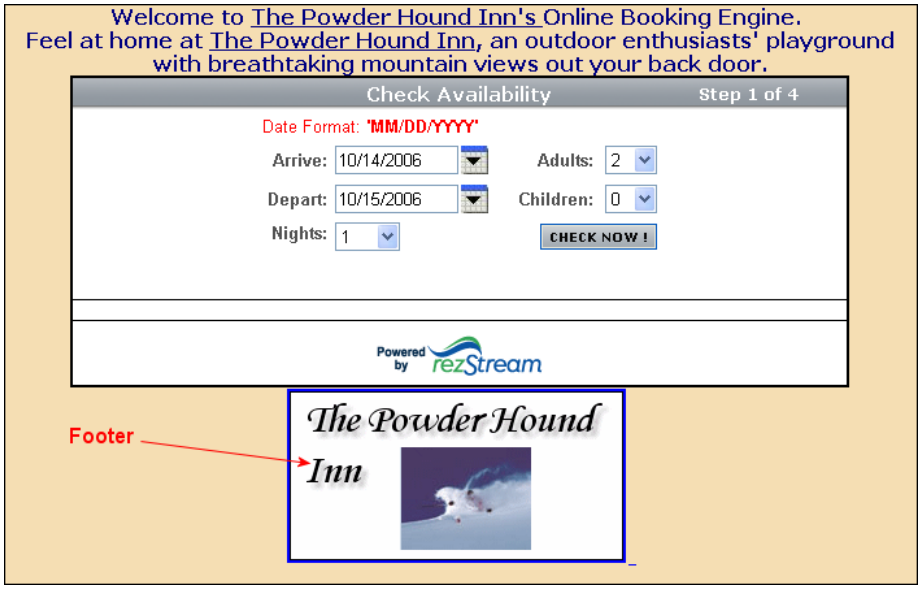
vi. To center the text, highlight it and click the Center ( ) button.


Center
Welcome to The Powder Hound Inn's Online Booking Engine.
Feel at home at The Powder Hound Inn, an outdoor enthusiasts' playground with breathtaking mountain views out your back door.

4. In the HTML editor, click the Save HTML button.

DESIGN FOOTER

Text and/or images displayed in the footer are displayed throughout the online booking process. Therefore, text entered in the footer should be general in nature, describing the property. In addition to text, hyperlinks and images can be displayed in the footer. An example of the footer section is displayed below.


Welcome to The Powder Hound Inn's Online Booking Engine.
Feel at home at The Powder Hound Inn, an outdoor enthusiasts' playground with breathtaking mountain views out your back door.
Check Availability
Step 1 of 4
Date Format: 'MM/DD/YYYY'
Arrive: 10/14/2006
Depart: 10/15/2006
Nights: 1
Adults: 2
Children: 0
CHECK NOW !
Powered by rezStream
Footer
The Powder Hound Inn

Use the following steps for customizing the RezStream Booking Engine footer.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

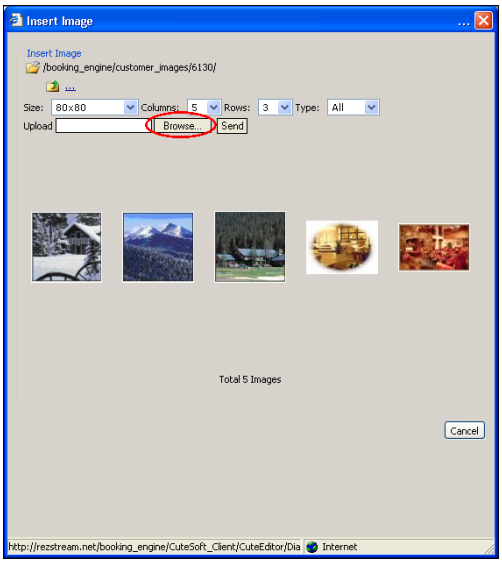
2. Click the Design Footer tab. The RezStream Booking Engine Online Administrative Interface HTML editor is displayed.

3. In our example, the HTML editor will be used for inserting a graphic and a hyperlink.

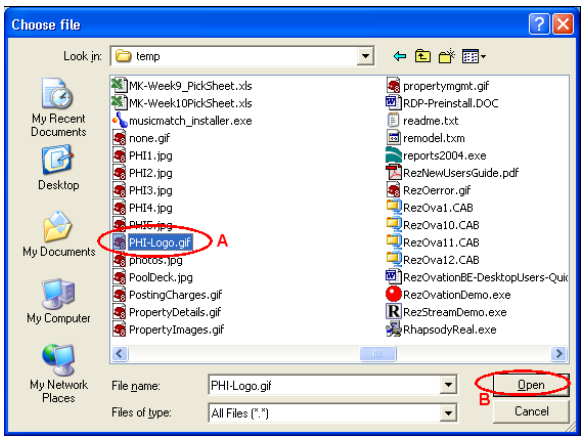
    a. To insert a graphic that is centered in the footer, click the Center justification button ( ) on the top toolbar.

    b. Click the Insert Image button ( ) on the top toolbar.

i. The Insert Image window is displayed. Click the image that will be inserted into the footer section. Images that were previously uploaded to the RezStream Booking Engine Online Administrative Interface are displayed. If necessary, additional images can be uploaded using the Browse button.

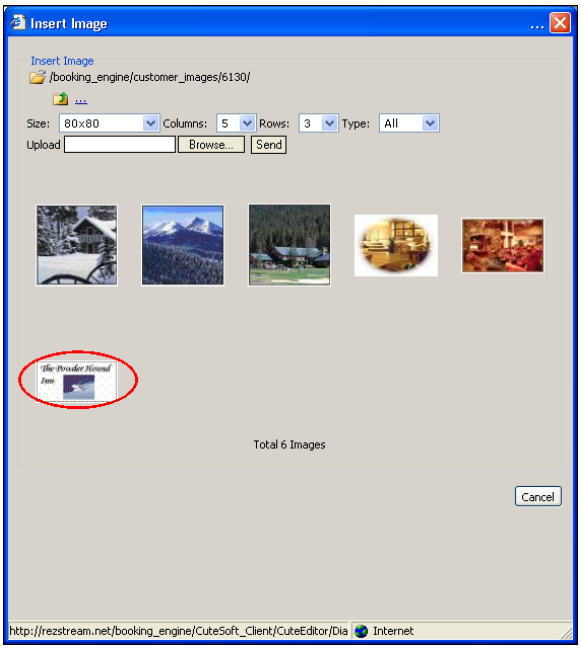


1. After clicking the Browse button, locate the image, highlight it (A), and click the Open button (B).



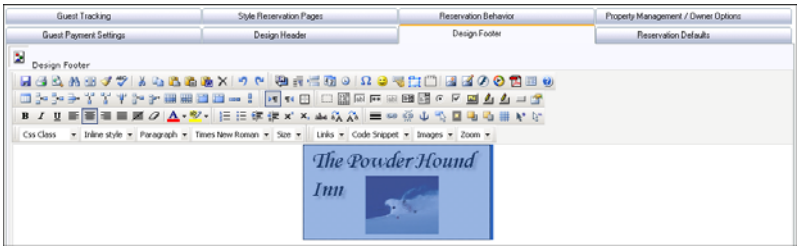
2. The Insert Image window is displayed, click the Send button. The selected image is uploaded to the RezStream Booking Engine.

3. Click the image that will be inserted into the footer.

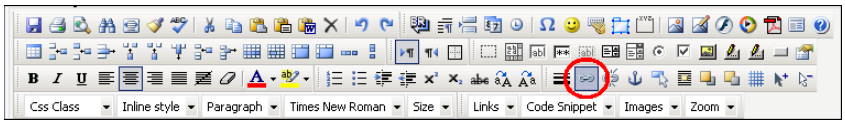


c. Next, we will add a hyperlink to the image. By adding a hyperlink, Internet guests will be re-directed to the property's website when they click the image.

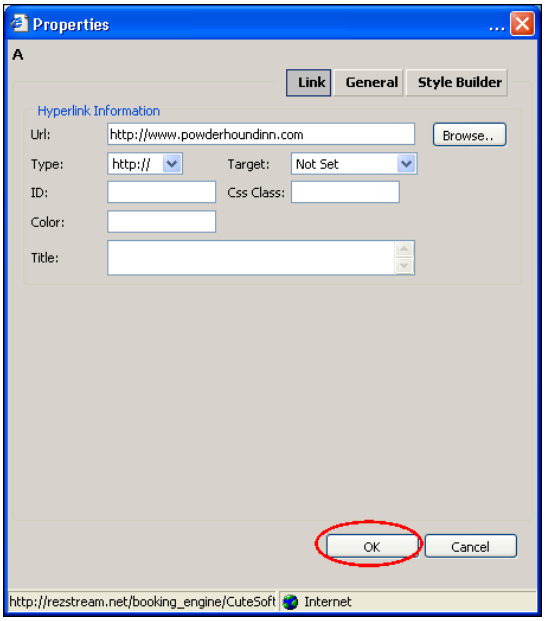
i. Highlight the image.



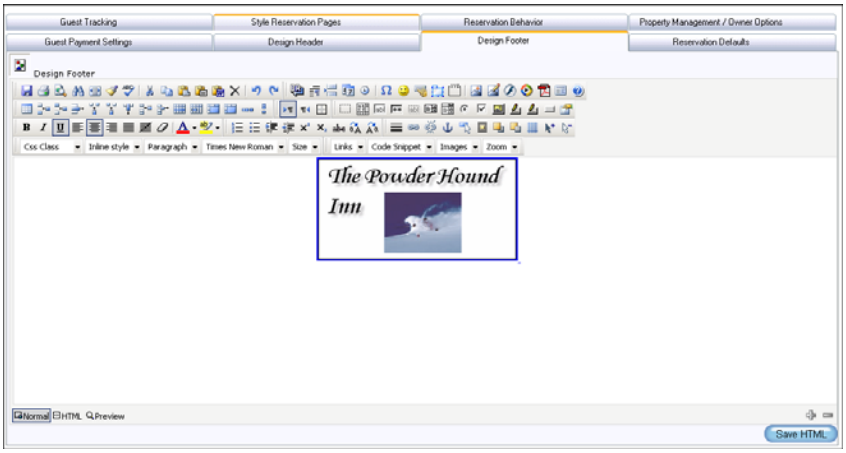
ii. Click the Insert Hyperlink button ( ) on the top toolbar.



iii. Complete the hyperlink Properties window and click the OK button.



d. Click the Save HTML button.



RESERVATION DEFAULTS

The following settings are stored in the Property > Booking Engine Settings > Reservation Defaults tab.

1. The setting that determines how the RezStream Booking Engine reacts when an Internet guest searches for a room and there are no rooms available.
2. Settings for the default number of adults, children, and length of stay.
3. The setting that defines the maximum number of days, weeks, months, or years in the future in which online bookings will be accepted.
4. The minimum number of days (from the current date) in which online reservations are accepted.
5. The setting that determines how reservation Sources & Reasons will be selected or assigned to online bookings.
6. The setting that determines the amount of detail displayed to guests when viewing reservation charges online.

When No Availability is Returned

Use the following steps to define how the RezStream Booking Engine should react when online guests search for rooms during sold out dates.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Reservation Defaults tab.

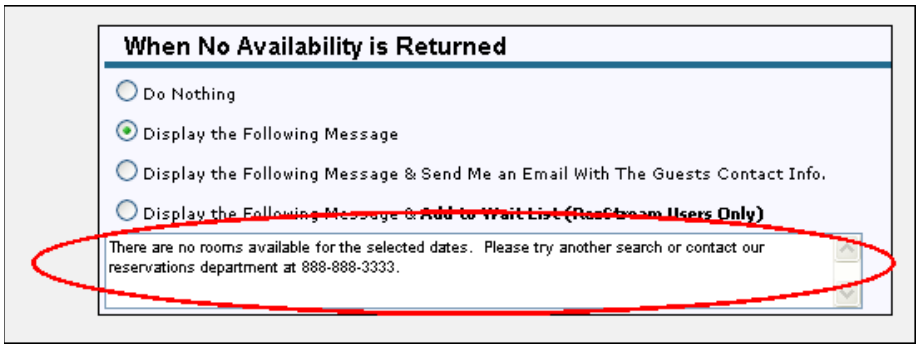
3. In the When No Availability is Returned section, select one of four options.

When No Availability is Returned
Do Nothing
Display the Following Message
Display the Following Message & Send Me an Email With The Guests Contact Info.
Display the Following Message & Add to Wait List (RezStream Users Only)
There are no rooms available for the selected dates. Please try another search or contact our reservations department at 888-888-3333.

Each option is described in the following table.

OPTION	DESCRIPTION
Do Nothing	The Internet guest only sees that there are no rooms available. The guest must then search for a room using different arrival and departure dates.
Display the Following Message	A message can be entered that will display when an Internet guest searches for a room during a sold out period. When this option is selected, a text box is displayed in the "When No Availability is Returned" form. Use the text box prompt for entering a "sold out" message.
Display the Following Message & Send Me an Email with the Guest's Contact Info.	With this option selected, a "sold out" message can be entered in the text box. This message is displayed when a guest searches for a room during sold out dates. In addition to displaying the sold out message, the guest's contact information is emailed to the property contact.
Display the Following Message and Add to Wait List (RezStream Users Only)	As with the previous setting, a "sold out" message can be entered in the text box. This message is displayed when a guest searches for a room during sold out dates. In addition to displaying the sold out message, the guest is added to the wait list for the requested arrival and departure dates.

ⓘ ***If any of the "Display the Following Message" options are selected, a field appears where a detailed text message can be entered.***


When No Availability is Returned
Do Nothing
Display the Following Message
Display the Following Message & Send Me an Email With The Guests Contact Info.
Display the Following Message & Add to Wait List (RezStream Users Only)
There are no rooms available for the selected dates. Please try another search or contact our reservations department at 888-888-3333.

Online Booking Defaults

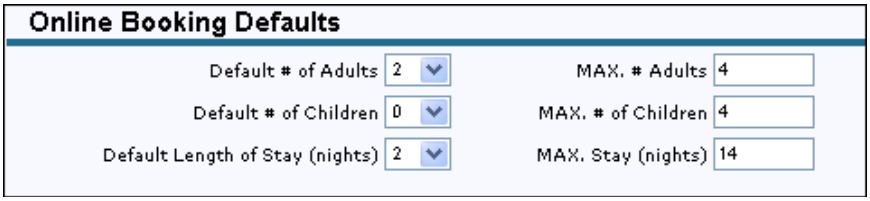
The Internet guest's first step in booking an online reservation is to enter arrival and departure dates along with the number of adults and children in the party. This information is entered in the Check Availability form.

Default values can be specified for the number of adults, children, and number of nights. Use the following steps for setting these default values.

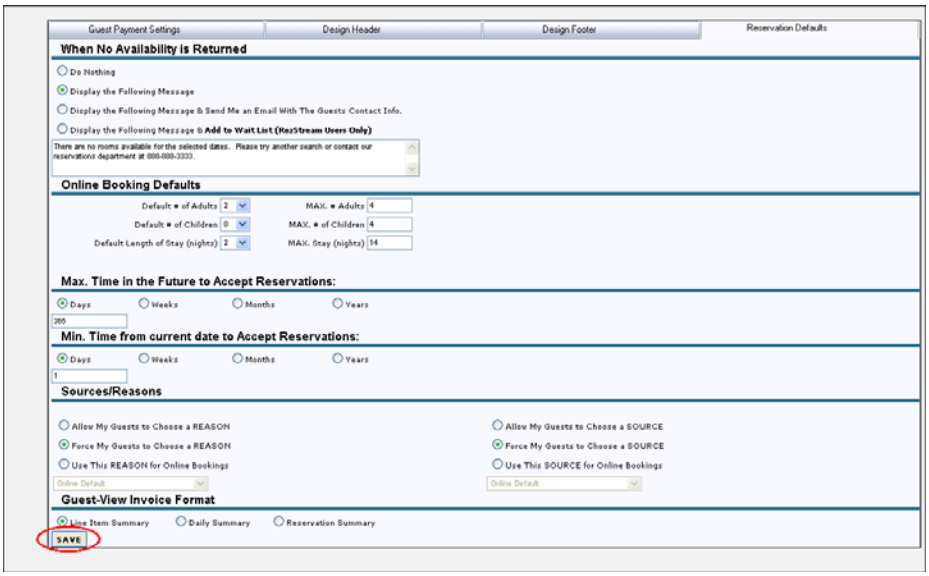
1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Reservation Defaults tab.

3. In the Online Booking Defaults section, use the drop-down menus to specify the default number of adults, the default number of children, and the default length of stay (nights). In addition, specify the maximum number of adults and children as well as the maximum stay length (number of nights) for online reservations.


Online Booking Defaults
Default # of Adults 2
Default # of Children 0
Default Length of Stay (nights) 2
MAX. # Adults 4
MAX. # of Children 4
MAX. Stay (nights) 14

4. Click the Save button at the bottom of the Reservation Defaults page.


Guest Payment Settings
Design Header
Design Footer
Reservation Defaults
When No Availability is Returned
Do Nothing
Display the Following Message
Display the Following Message & Send Me an Email With The Guests Contact Info.
Display the Following Message & Add to Wait List (RezStream Users Only)
There are no rooms available for the selected dates. Please try another search or contact our reservations department at 000-000-3333.
Online Booking Defaults
Default # of Adults
MAX. # Adults
Default # of Children
MAX. # of Children
Default Length of Stay (nights)
MAX. Stay (nights)
Max. Time in the Future to Accept Reservations:
Days
Weeks
Months
Years
Min. Time from current date to Accept Reservations:
Sources/Reasons
Allow My Guests to Choose a REASON
Force My Guests to Choose a REASON
Use This REASON for Online Bookings
Allow My Guests to Choose a SOURCE
Force My Guests to Choose a SOURCE
Use This SOURCE for Online Bookings
Guest-View Invoice Format
Line Item Summary
Daily Summary
Reservation Summary
SAVE

Max. Time in the Future to Accept Reservations

Use the Max. Time in the Future to Accept Reservations link for defining the amount of time in the future for which online bookings will be accepted. This can be a number of days, weeks, months, or years. Use the following steps for defining this timeframe.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Reservation Defaults tab.

3. Under the Max. Time in the Future to Accept Reservations heading, select a radio button for a unit of time (days, weeks, months, or years) and then enter the number of days, weeks, months, or years in which online bookings will be accepted.

Min. Time from current date to Accept Reservations

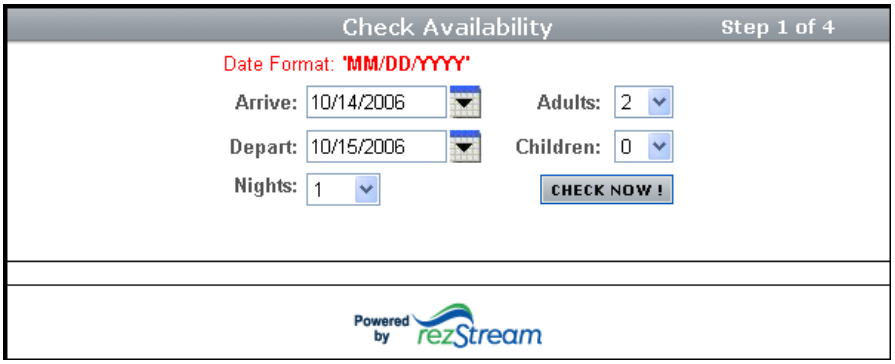
In order to reduce confusion at the Front Desk, a property could configure the RezStream Booking Engine so that online reservations are not accepted for guests arriving on the current date, or guests arriving one or two days from the current date. Use the following steps for defining the Min. Time from current date to Accept Reservations setting.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Reservation Defaults tab.

3. Under the Min. Time from current date to Accept Reservations heading, select a radio button for a unit of time (days, weeks, months, or years) and then enter the number of days, weeks, months, or years from the current date in which online reservations will be accepted.

In this example, if today's date is 10/13/2006 and the Min. Time from current date to Accept Reservations is set at 1 day, the Check Availability form arrival date would default to 10/14/2006.



Sources/Reasons

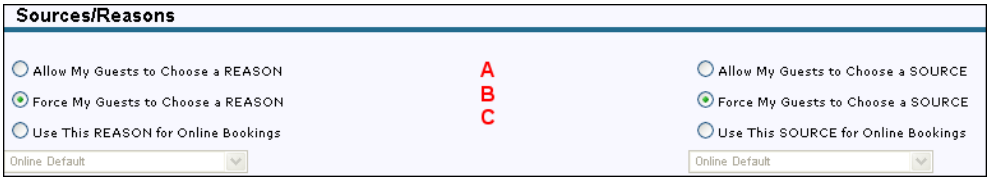
Sources are used for determining how Internet guests found out about your property. Reasons describe why an Internet guest is visiting your property. When used effectively, sources and reasons can identify successful advertising campaigns and profitable market segments.

There are three options available for determining how the RezStream Booking Engine handles sources/reasons for online bookings. Use the following steps for selecting an option.

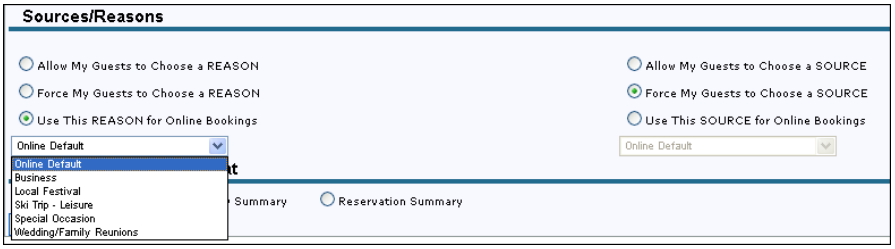
1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Reservation Defaults tab.

3. Under the Sources/Reasons heading, choose a radio button on the left for REASONS and one on the right for SOURCES.


Sources/Reasons
Allow My Guests to Choose a REASON
Force My Guests to Choose a REASON
Use This REASON for Online Bookings
Online Default
A
B
C
Allow My Guests to Choose a SOURCE
Force My Guests to Choose a SOURCE
Use This SOURCE for Online Bookings
Online Default

A. Allow My Guests to Choose a REASON (or SOURCE). Using this option, the Internet guests are prompted for how they found out about the property and why they are visiting. However, with this option, the Internet guest is not required to select a SOURCE or REASON.
B. Force My Guests to Choose a REASON (or SOURCE). Force the Internet guest to select a Source and Reason. With this option, the Internet guest cannot bypass these fields.
C. Use this REASON (or SOURCE) for all online bookings. With this radio button selected, the drop-down list becomes active and a SOURCE/REASON can now be selected. This SOURCE/REASON will be assigned to every RezStream Booking Engine reservation without prompting the guest for information.



Guest-View Invoice Format

The RezStream Booking Engine's invoice can be customized based on the amount of detail that is displayed on guest invoices. Guest invoices, based on estimated charges, are displayed during the online booking process.

Use the following steps for customizing guest invoices in the RezStream Booking Engine.

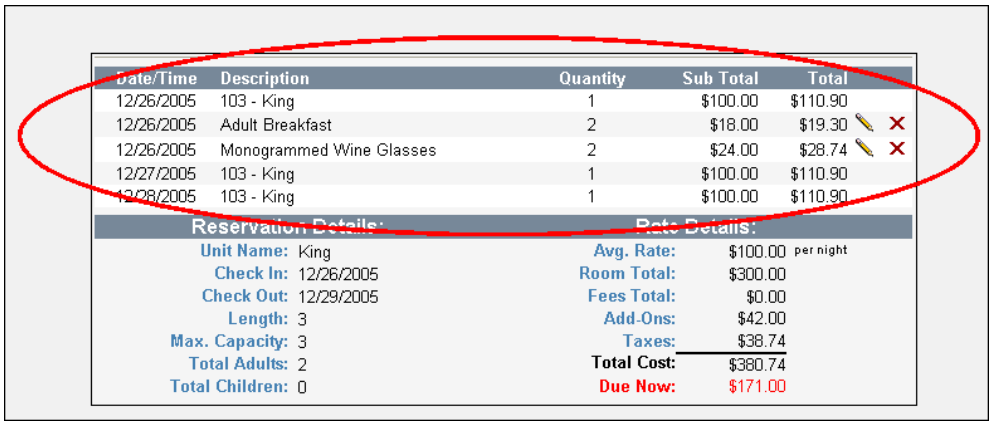
1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Reservation Defaults tab.

3. Under the Guest-View Invoice Format heading, select one of the invoice formats. A brief description of each follows.
   i. Line Item Summary. Each charge is displayed on the guest invoice.
   ii. Daily Summary. The guest views an invoice that sub-totals charges by day.
   iii. Reservation Summary. The guest invoice displays one total for the entire reservation.

Samples of each guest-view invoice format are displayed below.

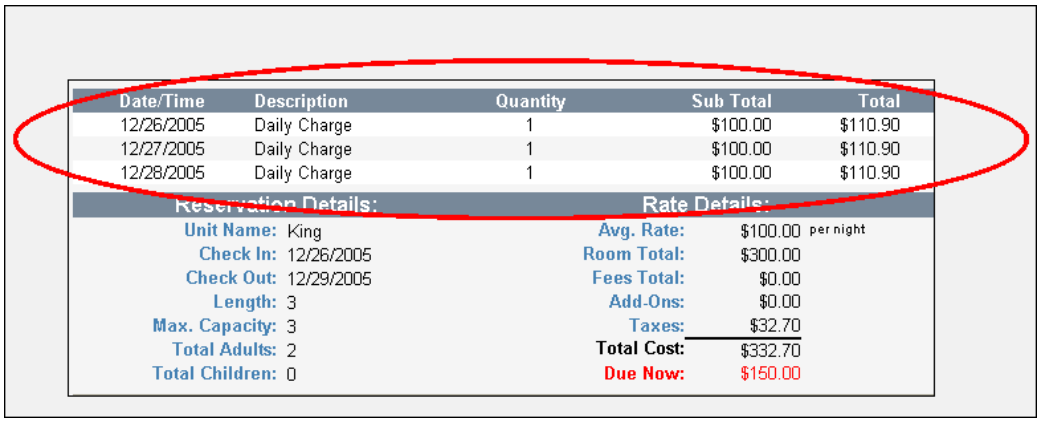
Line Item Summary



Date/Time	Description	Quantity	Sub Total	Total
12/26/2005	103 - King	1	$100.00	$110.90
12/26/2005	Adult Breakfast	2	$18.00	$19.30
12/26/2005	Monogrammed Wine Glasses	2	$24.00	$28.74
12/27/2005	103 - King	1	$100.00	$110.90
12/28/2005	103 - King	1	$100.00	$110.90

Reservation Details:		Rate Details:	
Unit Name:	King	Avg. Rate:	$100.00 per night
Check In:	12/26/2005	Room Total:	$300.00
Check Out:	12/29/2005	Fees Total:	$0.00
Length:	3	Add-Ons:	$42.00
Max. Capacity:	3	Taxes:	$38.74
Total Adults:	2	Total Cost:	$380.74
Total Children:	0	Due Now:	$171.00

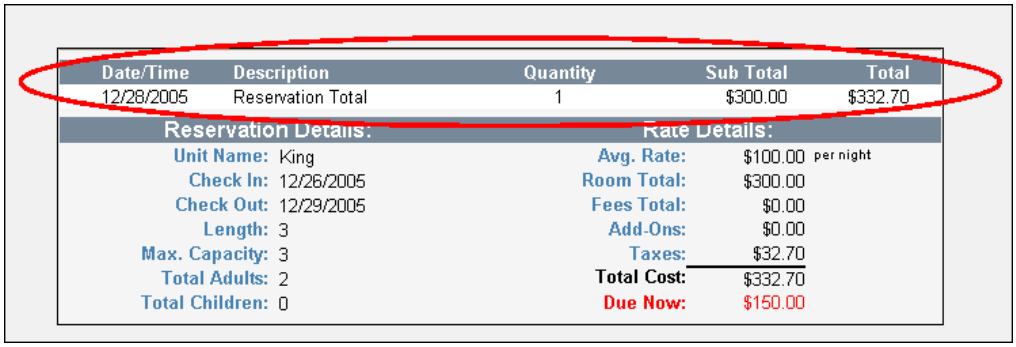
Daily Summary



Date/Time	Description	Quantity	Sub Total	Total
12/26/2005	Daily Charge	1	$100.00	$110.90
12/27/2005	Daily Charge	1	$100.00	$110.90
12/28/2005	Daily Charge	1	$100.00	$110.90

Reservation Details:		Rate Details:	
Unit Name:	King	Avg. Rate:	$100.00 per night
Check In:	12/26/2005	Room Total:	$300.00
Check Out:	12/29/2005	Fees Total:	$0.00
Length:	3	Add-Ons:	$0.00
Max. Capacity:	3	Taxes:	$32.70
Total Adults:	2	Total Cost:	$332.70
Total Children:	0	Due Now:	$150.00

Reservation Summary



Date/Time	Description	Quantity	Sub Total	Total
12/28/2005	Reservation Total	1	$300.00	$332.70

Reservation Details:		Rate Details:	
Unit Name:	King	Avg. Rate:	$100.00 per night
Check In:	12/26/2005	Room Total:	$300.00
Check Out:	12/29/2005	Fees Total:	$0.00
Length:	3	Add-Ons:	$0.00
Max. Capacity:	3	Taxes:	$32.70
Total Adults:	2	Total Cost:	$332.70
Total Children:	0	Due Now:	$150.00

GUEST TRACKING

There are several options for tracking guest activity on your website and the RezStream Booking Engine. RezStream offers tracking through the RezStream Tracker™.

RezStream Tracker Settings

The RezStream Tracker™ can be used to accumulate a host of statistics about visitor traffic on your website. This feature tracks the amount of time visitors spend on each page as well as how much time they spend in the RezStream Booking Engine. In addition, statistics can be generated that can help determine when guests are abandoning the online reservation process. This information can help you make changes to the RezStream Booking Engine in order to generate more online revenue.

For additional information on the RezStream Tracker™, please contact RezStream sales at 866-360-8210.

STYLE RESERVATION PAGES

The RezStream Booking Engine's background and default font colors, font style, and font size can be customized in the Style Reservation Pages link. Use the following steps for setting these defaults.

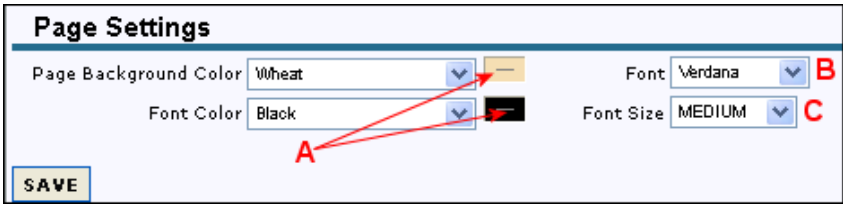
1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Booking Engine Settings link.

2. Click the Style Reservation Pages tab.

3. In the Page Settings form, set the following options.
   A. Select a default page background color from the drop-down menu. After selecting a color, a preview (A) is displayed next to the drop-down list. Use the same procedure for selecting the default font color.

   B. Select a font from the drop-down menu (B).

   C. Set a font size from the drop-down menu (C).



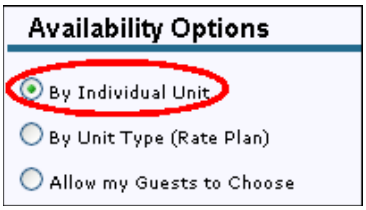
4. Click the Save button.

RESERVATION BEHAVIOR

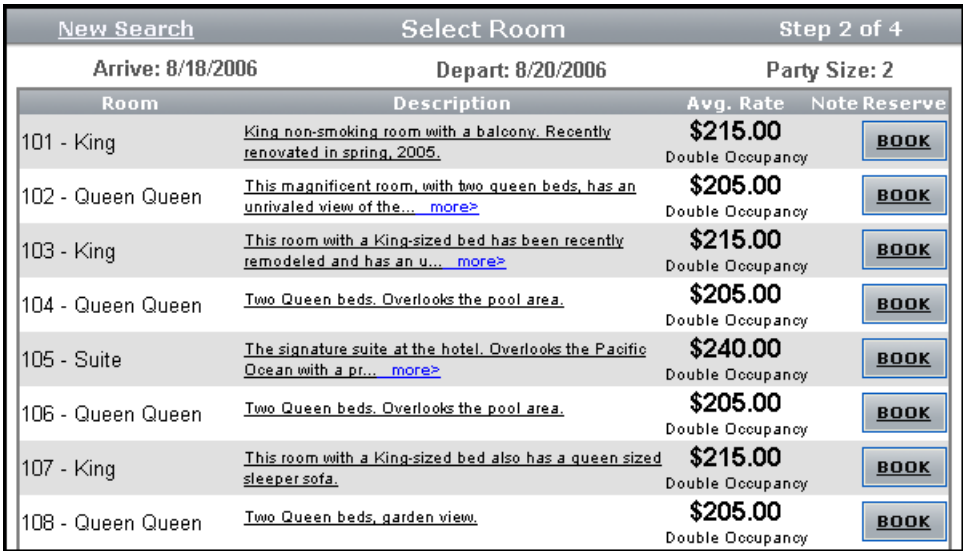
The Reservation Behavior settings control several RezStream Booking Engine settings including how availability will be returned, which room rates that will be displayed to online guests, whether or not packages and point of sale items will be sold online, and defaults for date and currency displays.

Availability Options

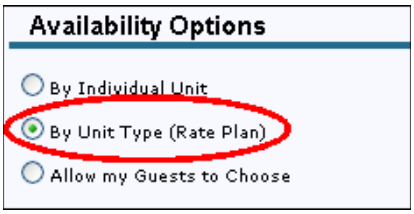
From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings and click the Reservation Behavior tab. Under the Availability Options heading, there are three options that define how the RezStream Booking Engine displays availability.

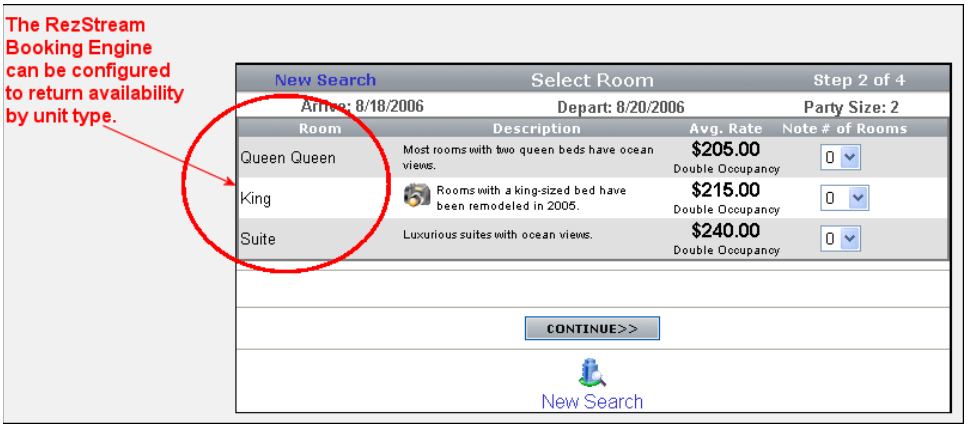


The RezStream Booking Engine default setting is to display availability "By Individual Unit." With this option selected, the Internet guest enters arrival and departure dates. Next, a list of specific available individual rooms is displayed.



With the second option selected, By Unit Type (Rate Plan), a form displaying a list of available unit types (rate plans), not a specific room number or room name, is displayed after the guest enters arrival and departure dates.



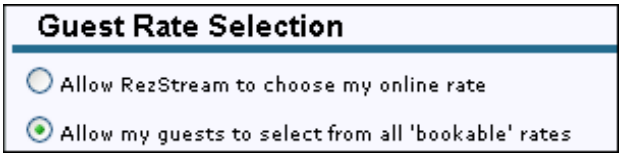


ⓘ ***If your property intends to use this second option, rate plans should describe room types. With descriptive rate plans, an Internet guest making a reservation via the RezStream Booking Engine will be able to easily identify the types of accommodations available at your property.***

The third option, Allow my Guests to Choose, displays two additional radio buttons on the Check Availability form allowing guests to specify if they are booking "One Room Only" or "Multiple Rooms."

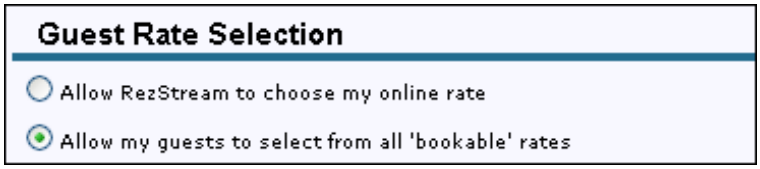
Guest Rate Selection

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings and click the Reservation Behavior tab. Under the Guest Rate Selection heading, there are two options for displaying rates to Internet guests using the RezStream Booking Engine.

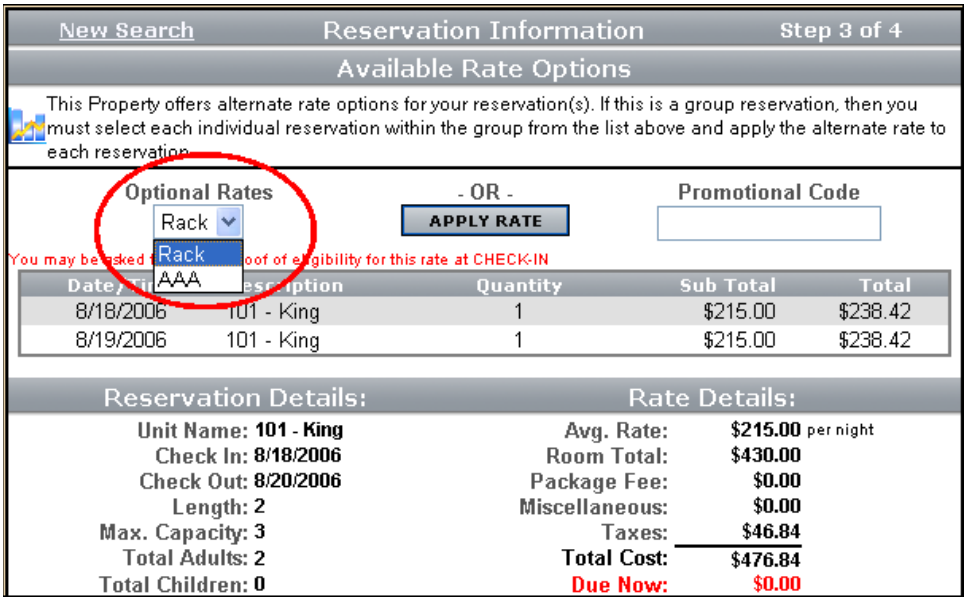


With the first option selected, Allow RezStream to choose my online rate, the first rate defined in your property's rate name setup (i.e. – Rack or AAA) is displayed to Internet guests during the reservation process.

The second option, Allow my guests to select from all 'bookable' rates, gives Internet guests a choice of online rates.



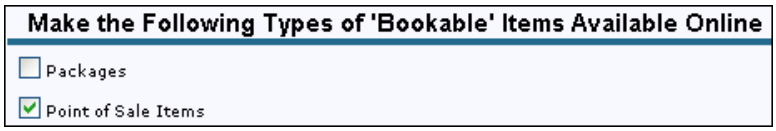
With this option selected, guests are able to select from all bookable rates. In our example, Internet guests would see both the Rack and AAA rate names and their corresponding seasonal rates. A sample Reservation Information page is displayed below. The Optional Rates drop-down field is now active and can be utilized by online guests in the Available Rate Options screen.



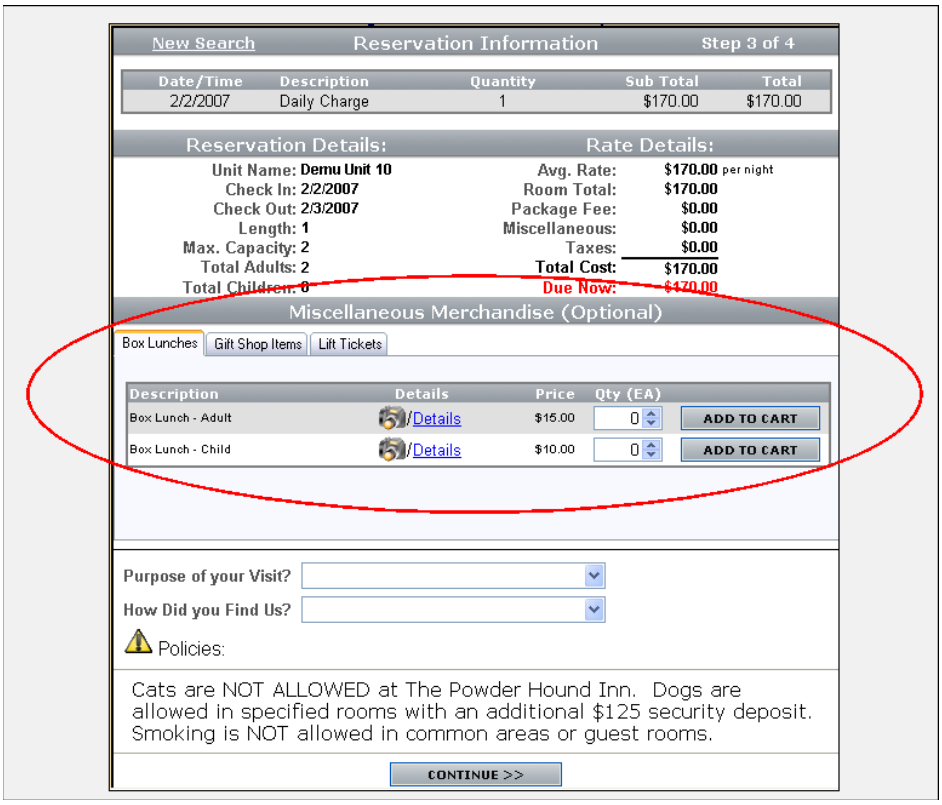
Make the Following Types of 'Bookable' Items Available Online

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings and click the Reservation Behavior tab to determine whether or not packages and point of sale items are available for Internet guests to book/purchase via the RezStream Booking Engine.

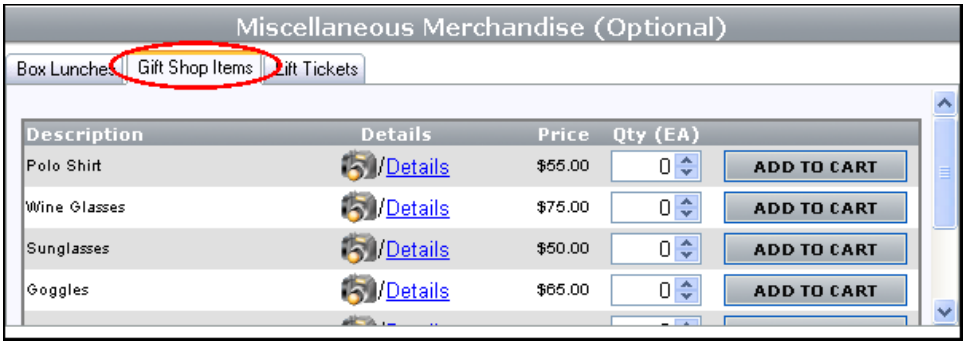
To make a bookable item available online, enter a checkmark next to the appropriate item.



With point of sale items checked on, the "Miscellaneous Merchandise" section is included when an online guest is booking a reservation.

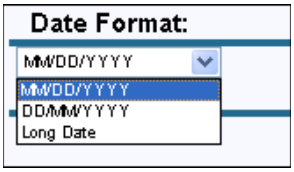

New Search
Reservation Information
Step 3 of 4
Date/Time Description Quantity Sub Total Total
2/2/2007 Daily Charge 1 $170.00 $170.00
Reservation Details:
Unit Name: Demu Unit 10
Check In: 2/2/2007
Check Out: 2/3/2007
Length: 1
Max. Capacity: 2
Total Adults: 2
Total Children: 0
Rate Details:
Avg. Rate: $170.00 per night
Room Total: $170.00
Package Fee: $0.00
Miscellaneous: $0.00
Taxes: $0.00
Total Cost: $170.00
Due Now: $170.00
Miscellaneous Merchandise (Optional)
Box Lunches
Gift Shop Items
Lift Tickets
Description Details Price Qty (EA)
Box Lunch - Adult /Details $15.00 0 ADD TO CART
Box Lunch - Child /Details $10.00 0 ADD TO CART
Purpose of your Visit?
How Did you Find Us?
Policies:
Cats are NOT ALLOWED at The Powder Hound Inn. Dogs are allowed in specified rooms with an additional $125 security deposit. Smoking is NOT allowed in common areas or guest rooms.
CONTINUE >>

The tabs in the Miscellaneous Merchandise section represent the different RezStream Booking Engine point of sale categories. Our example includes a point of sale category for "Gift Shop Items." Clicking this tab displays any gift shop item that was previously defined as a point of sale item in the RezStream Booking Engine.



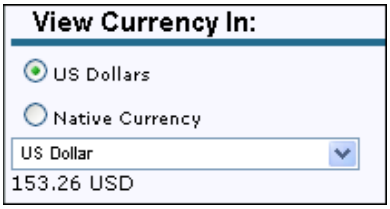
Date Format

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings and click the Reservation Behavior tab. Under the Date Format heading, specify the RezStream Booking Engine's default date format.



View Currency In

From the RezStream Booking Engine Online Administrative Interface, select Property > Booking Engine Settings and click the Reservation Behavior tab. Under the View Currency In heading, specify the RezStream Booking Engine's default currency display.



The default currency display is US Dollars. To select a different currency display, select the Native Currency radio button and use the drop-down list to select the appropriate currency option.

PROPERTY MANAGEMENT/OWNER OPTIONS

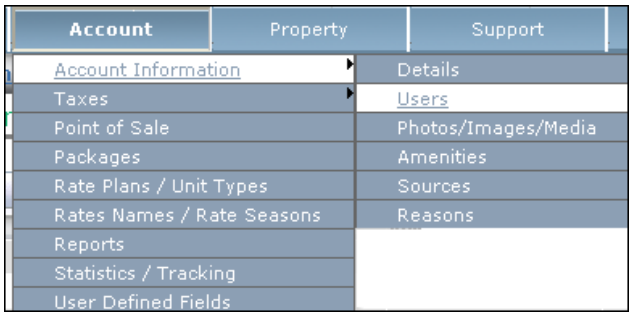
RezStream property management customers can create logins for individual property owners to access the RezStream Booking Engine Online Administrative Interface. Owners then have the ability to do one or all of the following:

- View availability
- View invoices
- Make reservations
- View guest information
- Select rates for reservations

ⓘ ***Hotel properties that do not have individual unit owners can skip this step.***

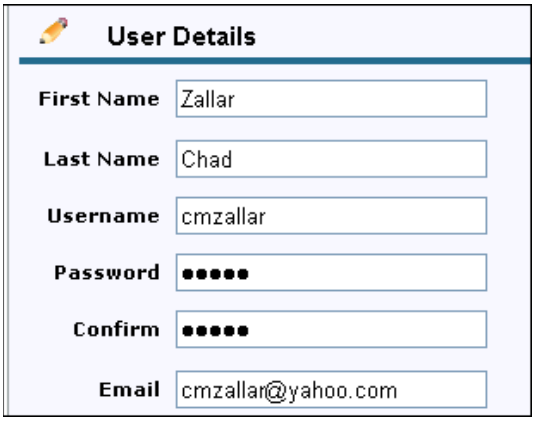
Use the following steps to give individual unit owners access to the RezStream Booking Engine Online Administrative Interface.

1. Click Account > Account Information > Users.



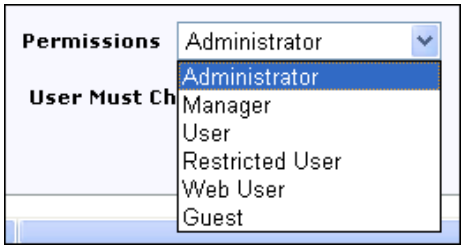
2. Click the Create New User button.

3. Complete the User Details form for each individual unit owner by entering the owner's first name, last name, username, password, and email.

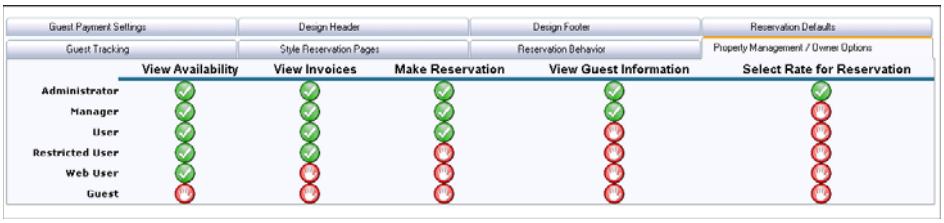


4. In the User Role drop-down list, select Unit Owner.

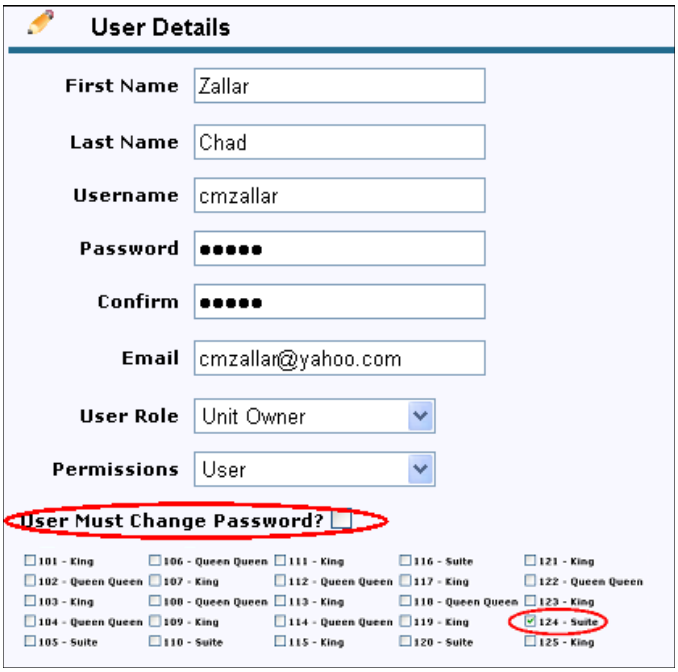
5. Use the Permissions drop-down list to assign access rights to the owner.



A table that explains the permissions level settings can be viewed by clicking Property > Booking Engine Settings > Property Management/Owner Options.



6. Click the User Must Change Password? check box if the owner should change their password the first time they log into the RezStream Booking Engine Online Administrative Interface.

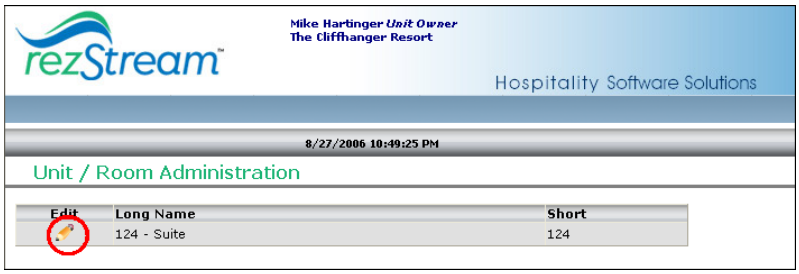


7. Enter a checkmark next to this owner's unit (124 – Suite).

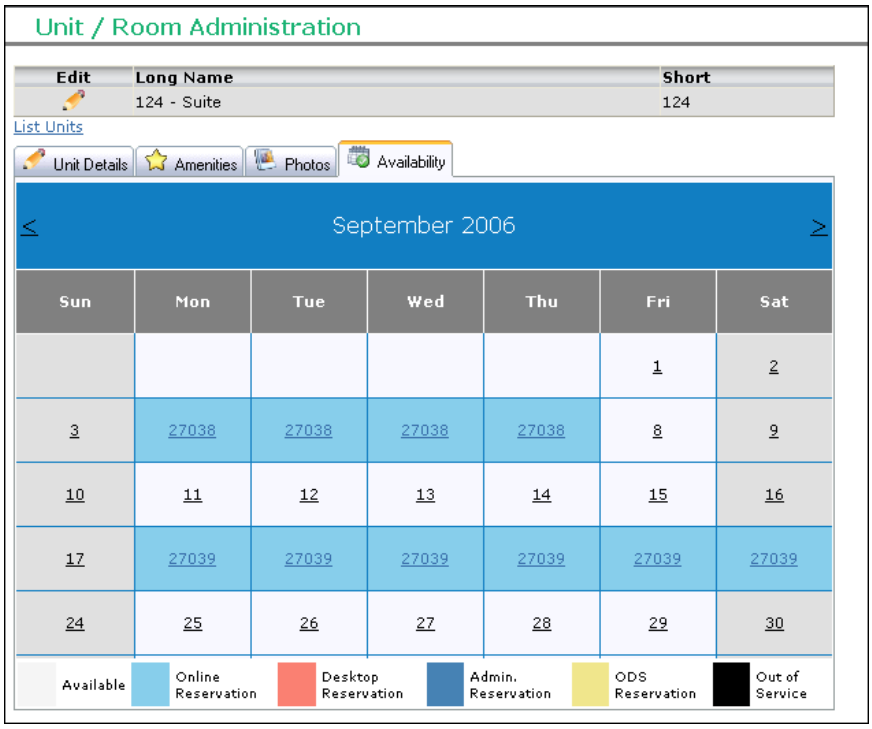
8. Click the Save User button.

The owner can now login to the RezStream Booking Engine Online Administrative Interface.

The Unit/Room Administration page specific to this owner is displayed.



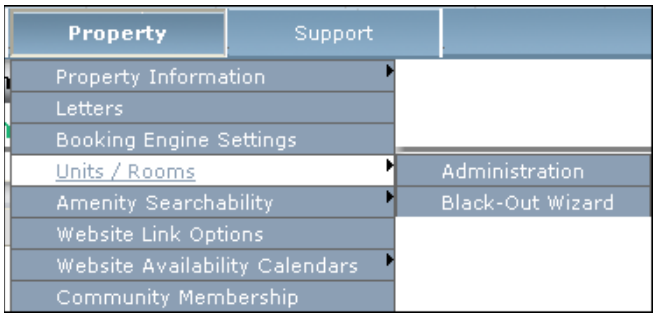
Here, the owner can click the edit icon ( ) to view their unit's availability.



ⓘ ***The functions available to an owner once logged into the RezStream Booking Engine Online Administrative Interface will vary based on the permissions level assigned in step #5 above.***

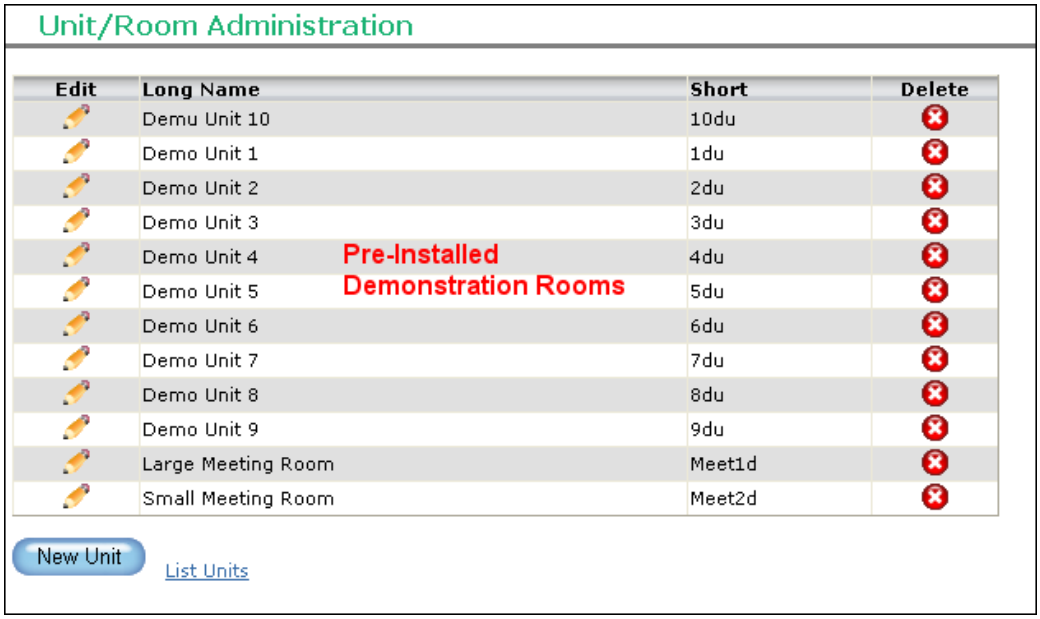
UNITS/ROOMS

The Property > Units/Rooms links are used to view room details, assign unit amenities, assign unit photos, and specify black-out dates so that those rooms cannot be booked online via the RezStream Booking Engine during out of service dates.



ADMINISTRATION

Units are added, edited, and deleted in the RezStream Booking Engine by clicking the Property > Units/Rooms > Administration link. When you are configuring the RezStream Booking Engine for the first time, you will see a list of pre-installed demonstration units displayed in the Unit/Room Administration page. These demonstration rooms can be deleted using the steps described in the following section, ***Deleting Units/Rooms***.

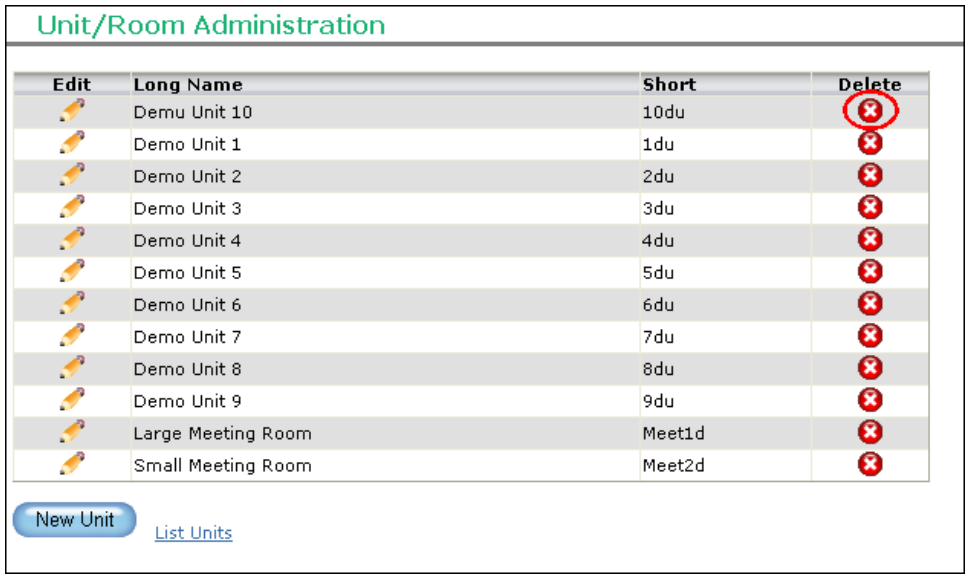


Deleting Units/Rooms

Use the following steps to delete rooms in the RezStream Booking Engine.

1. Click the Property > Units/Rooms > Administration link.

2. A list of existing rooms is displayed. Click the delete icon ( ) associated with the appropriate room.



3. A confirmation message is displayed. Click OK to continue.

ⓘ ***RezStream customers completing the initial RezStream Booking Engine configuration should delete all pre-installed rooms.***

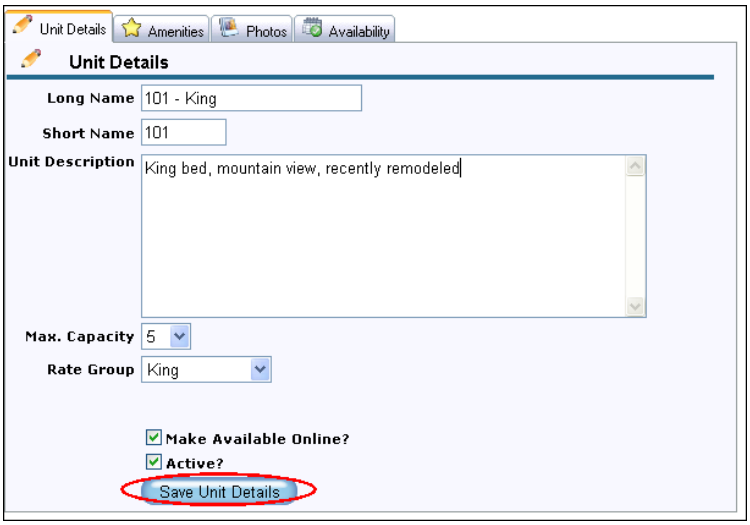
Adding Units/Rooms

Use the following steps to add rooms to the RezStream Booking Engine.

1. Click the Property > Units/Rooms > Administration link.

2. Click the New Unit button.

3. Complete the Unit Details form.

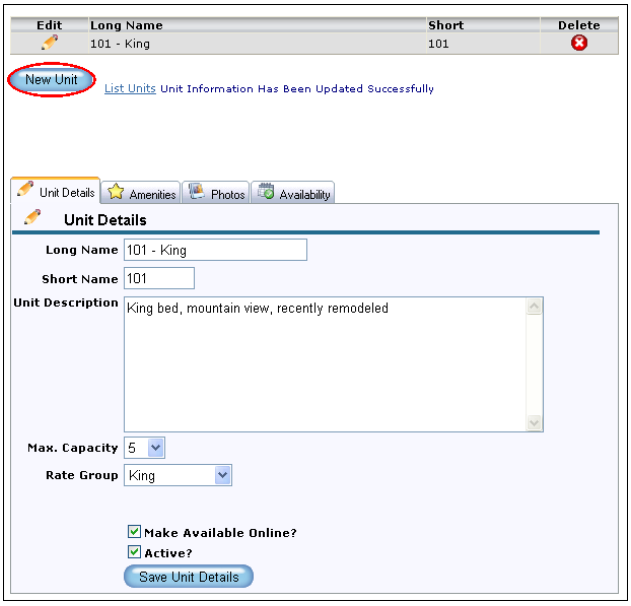


ⓘ ***In order for the room to display on the RezStream Booking Engine, the "Make Available Online?" and "Active?" boxes must be checked.***

ⓘ ***Many properties simply use room numbers to describe their rooms. In these instances, the long name for the room will be the same as the short name or room number.***

4. Click the Save Unit Details button.

5. To add the next unit, click the New Unit button again.



Unit Details

After adding all the units/rooms at your property, use the Property > Units/Rooms > Administration link to view a table containing basic information about each unit.

View specific details about an individual unit by clicking the appropriate edit icon ( ). The Unit Details form for that unit appears. Here, view unit details previously entered and/or make any changes to unit details as necessary.

Amenities

Amenities help describe units and were previously added to the RezStream Booking Engine using the Account > Account Information > Amenities link. Now it's time to assign amenities to units for the following reasons.

1. Amenities help describe the unit to assist Internet guests in determining which available room meets their needs.

2. Amenities assigned to a unit are initially flagged as "searchable" which helps Internet guests find rooms that meet their specific needs. Later on, amenities that you do NOT want flagged as searchable can be switched off using the steps described in the section titled ***Amenity Searchability***.

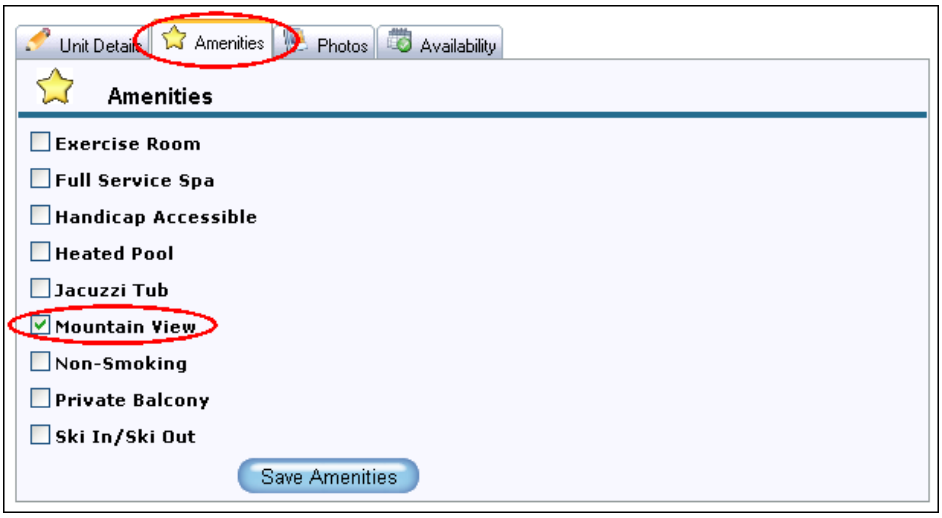
Use the following steps for assigning amenities to a unit and flagging them as searchable.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Units/Rooms > Administration link.

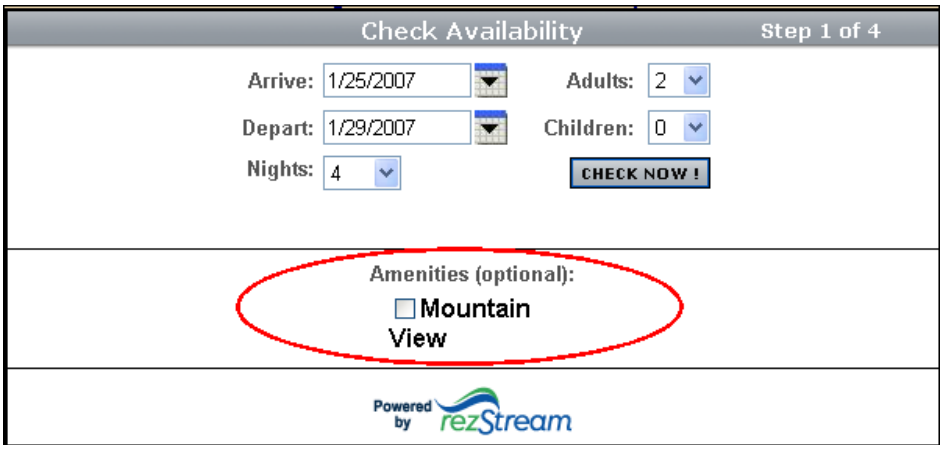
2. A list of units is displayed. Click the edit icon ( ) associated with a specific unit. In this example, we will specify amenities for room 101 - King.

Edit	Long Name	Short	Delete
	101 - King	101	
	102 - King	102	
	103 - Suite	103	
	104 - King	104	
	105 - Queen Queen	105	
	106 - Queen Queen	106	
	107 - Queen Queen	107	
	108 - King	108	
	109 - Suite	109	
	110 - King	110	
	111 - Queen Queen	111	
	112 - King	112	
	113 - Queen Queen	113	
	114 - King	114	
	115 - King	115	
	116 - Queen Queen	116	
	117 - Queen Queen	117	
	118 - King	118	
	119 - Suite	119	
	120 - Queen Queen	120	

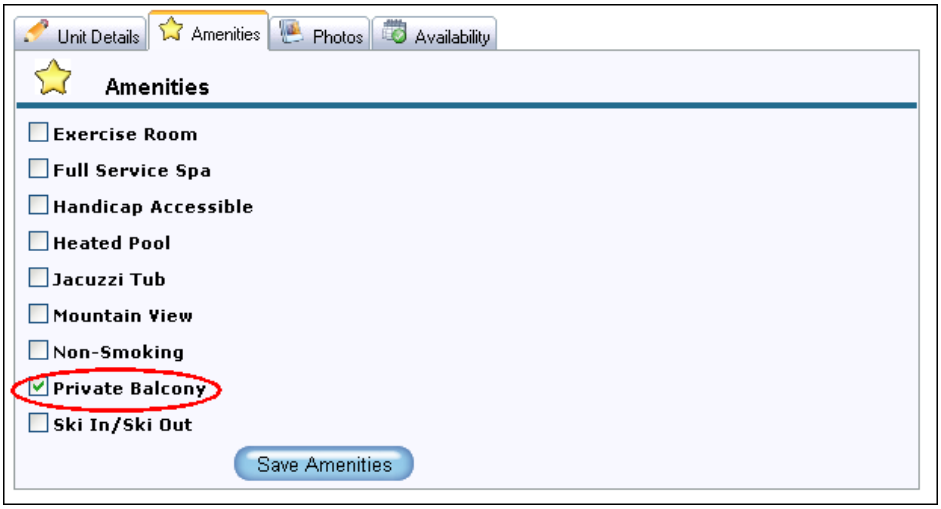
3. Click the Amenities tab.



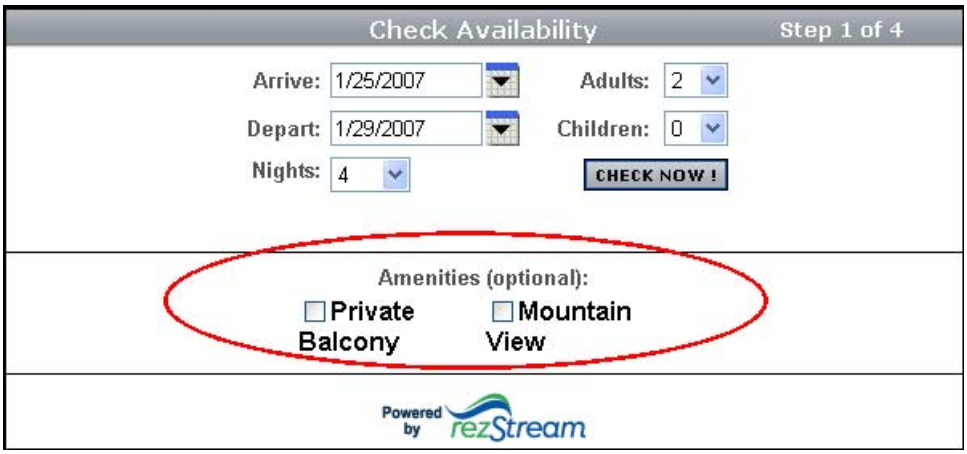
4. Enter a checkmark next to the amenities that describe the selected room 101 - King. Entering a checkmark next to the amenity also flags it initially as searchable. In our example above, Mountain View is now a searchable amenity. The Check Availability screen will allow a potential guest to search for rooms with this amenity.



5. Next, in our example, we will continue to room 102 – King and assign the Private Balcony amenity.



6. The Check Availability form is automatically updated to include this amenity as searchable.



ⓘ ***See the Property > Amenity Searchability section for information about making amenities non-searchable.***

Photos

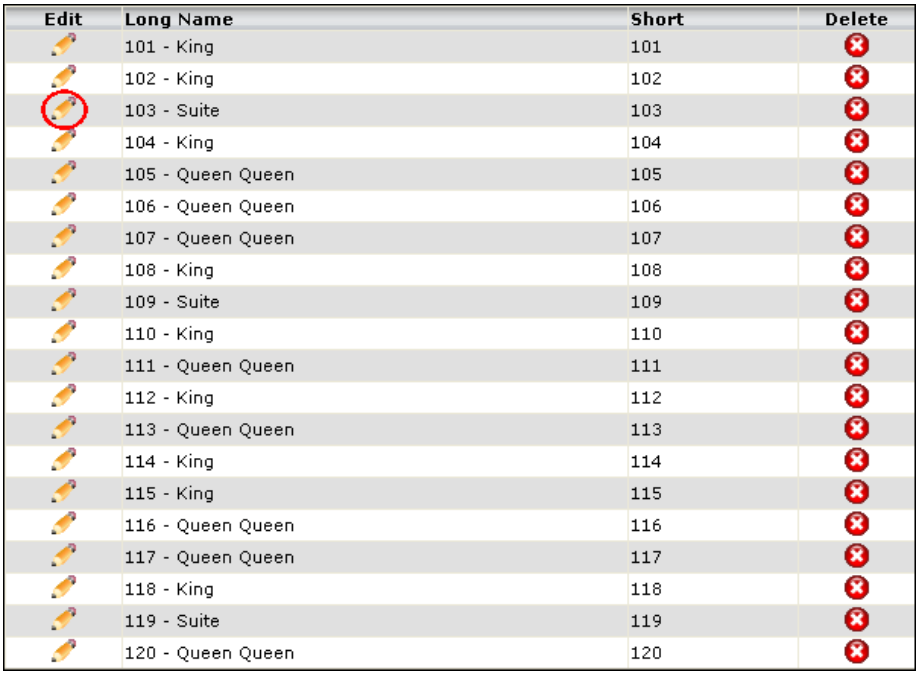
Photos help familiarize Internet guests with specific units. Photos/Images were previously added to the RezStream Booking Engine using Account > Account Information > Photos/Images/Media > Images link. When images were uploaded, they were assigned to one of four categories:

1. NoCategory
2. PropertyOnly
3. UnitOnly
4. PointofSaleOnly

When an image is uploaded to the UnitOnly category, use the following steps to assign it to a specific unit.

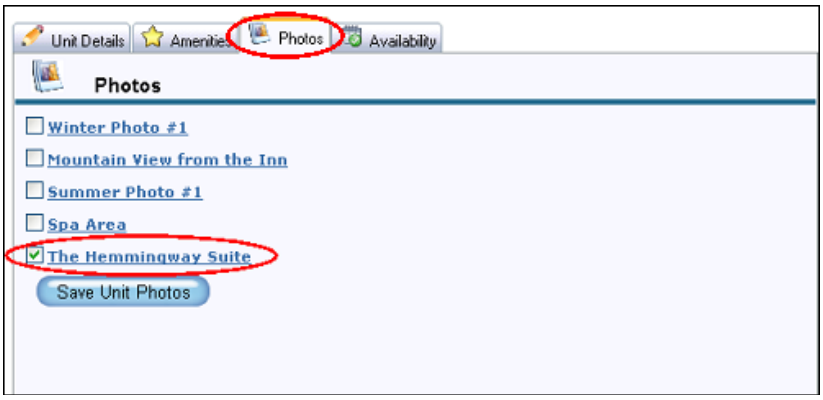
1. From the RezStream Booking Engine Online Administrative Interface, click Property > Units/Rooms > Administration.

2. A list of units is displayed. Click the edit icon ( ) associated with a specific room, in our example, 103 – Suite.



Edit	Long Name	Short	Delete
	101 - King	101	
	102 - King	102	
	103 - Suite	103	
	104 - King	104	
	105 - Queen Queen	105	
	106 - Queen Queen	106	
	107 - Queen Queen	107	
	108 - King	108	
	109 - Suite	109	
	110 - King	110	
	111 - Queen Queen	111	
	112 - King	112	
	113 - Queen Queen	113	
	114 - King	114	
	115 - King	115	
	116 - Queen Queen	116	
	117 - Queen Queen	117	
	118 - King	118	
	119 - Suite	119	
	120 - Queen Queen	120	

3. Click the Photos tab.



4. Enter a checkmark next to the photo(s) that apply to the selected room (103 – Suite) and click the Save Unit Photos button.

ⓘ ***To disassociate a photo with a unit, remove the checkmark next to the photo description.***

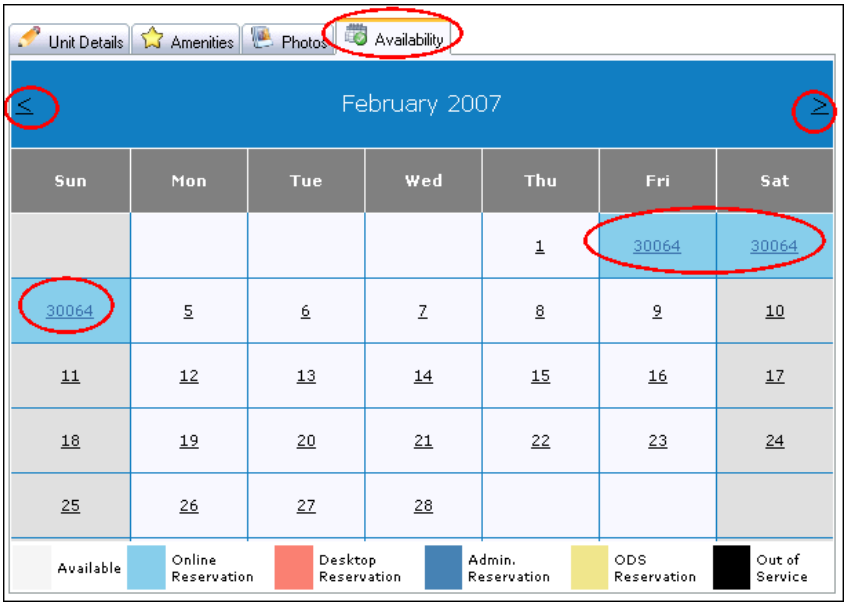
Availability

Use the following steps to view reservation activity for a selected unit during a specific month.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Units/Rooms > Administration link.

2. A list of units is displayed. Click the edit icon ( ) associated with a specific unit.

3. Select the Availability tab. An availability calendar for the selected unit is displayed. Use the forward and back arrows to scroll months.



4. Reservation numbers are displayed for nights the room is booked and the color legend at the bottom of the screen defines reservation types.

5. For further details about a specific reservation, click a reservation number to view the reservation confirmation.

The Powder Hound Inn
4807 Ski Hill Road
Ski Town, CO 81658
/970-845-1111/Fax:888-888-3333

Folio Charges :

Name	Clark Laura	**Arrive/Depart**	2/2/2007 to 2/5/2007	**Charges**	$500.00
Address	2231 W. 1st Avenue	**Recorded**	10/17/2006	**Tax**	$0.00
City	Basalt	**Confirmation**	RCR218483	**Total**	$500.00
State	CO	**Party**	2/0	**Paid**	$170.00
Postal Code	81659	**Credit Card**	XXXXXXXXXXX4444		
Telephone	970-234-1234		EXP: 01/07	**Due**	$500.00

Date	Description	Quantity	Retail Price	Actual Price	Total
2/2/2007	105 - Queen Queen	1	$170.00	$170.00	$170.00
2/3/2007	105 - Queen Queen	1	$170.00	$170.00	$170.00
2/4/2007	105 - Queen Queen	1	$160.00	$160.00	$160.00

Tax Detail:

Total: $500.00
Paid: $170.00
Due: $330.00

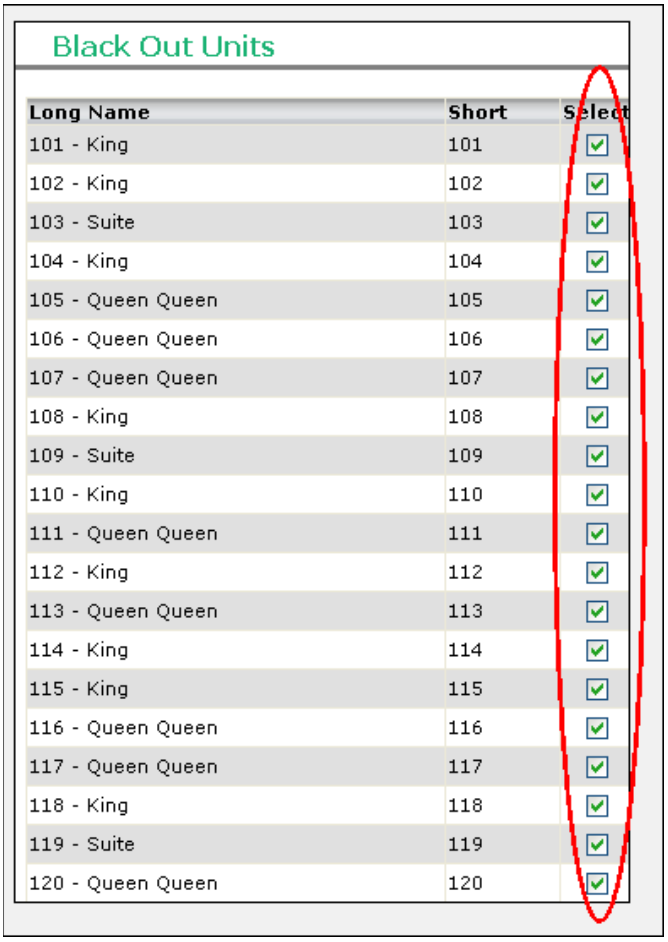
Terms & Conditions:
By booking an online reservation, the guest agrees to the policies and restrictions of The Powder Hound Inn. Any changes or cancellations may be subject to a $25 booking fee and possibly the

BLACK-OUT WIZARD

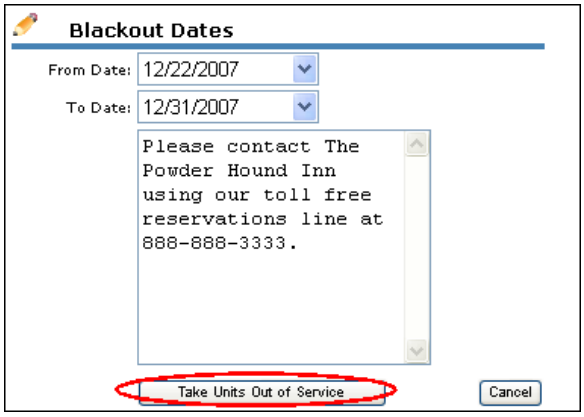
Blackout dates make a unit unavailable to Internet guests searching for availability through the RezStream Booking Engine. Use the following steps for adding a blackout date.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Units/Rooms > Black-Out Wizard link.

2. A table with a list of all units is displayed. Enter a checkmark in the "Select" checkbox that corresponds to units that will be affected by the blackout period.



3. Complete details in the Blackout Dates form located below the unit list. Enter the blackout starting date, ending date, and description that will be displayed to the online guest.


Blackout Dates
From Date: 12/22/2007
To Date: 12/31/2007
Please contact The Powder Hound Inn using our toll free reservations line at 888-888-3333.
Take Units Out of Service
Cancel

4. Click the Take Units Out of Service button.

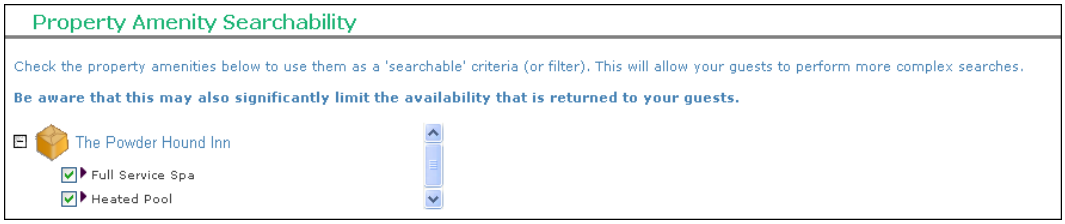
AMENITY SEARCHABILITY

Amenities are assigned to properties using the Property > Property Information > Amenities link and assigned to units using the Property > Units/Rooms > Administration link. As soon as an amenity is assigned to either a property or a unit, it automatically becomes searchable. Searchable amenities allow online guests to perform complex searches like searching for a property with a heated pool or a room with an ocean view.

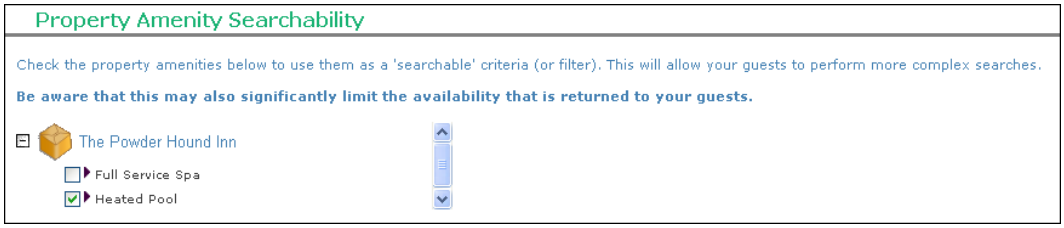
The Property > Amenity Searchability link displays all searchable amenities, by type, property, or unit. These links can also be used to remove the searchable flag for both property and unit level amenities.

PROPERTY

Click the Property > Amenity Searchability > Property link to view property level amenities that have been flagged as searchable.

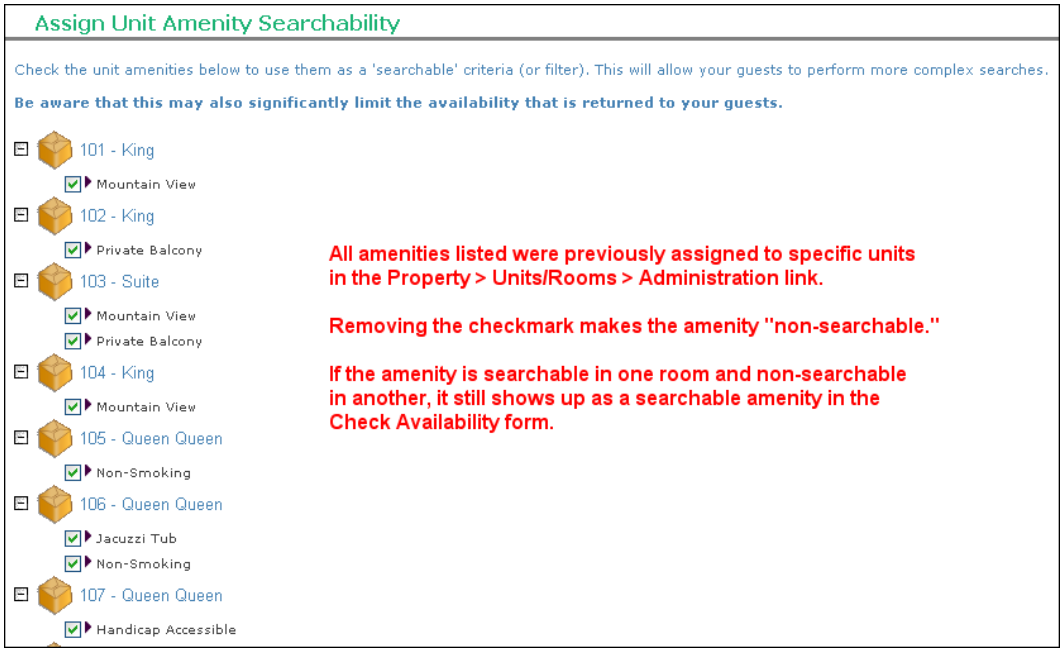

Property Amenity Searchability
Check the property amenities below to use them as a 'searchable' criteria (or filter). This will allow your guests to perform more complex searches.
Be aware that this may also significantly limit the availability that is returned to your guests.
The Powder Hound Inn
Full Service Spa
Heated Pool

To remove the searchable flag, simply click the checkbox to the left of the amenity description. For example, if "Full Service Spa" should not be a searchable property amenity, remove the checkmark.

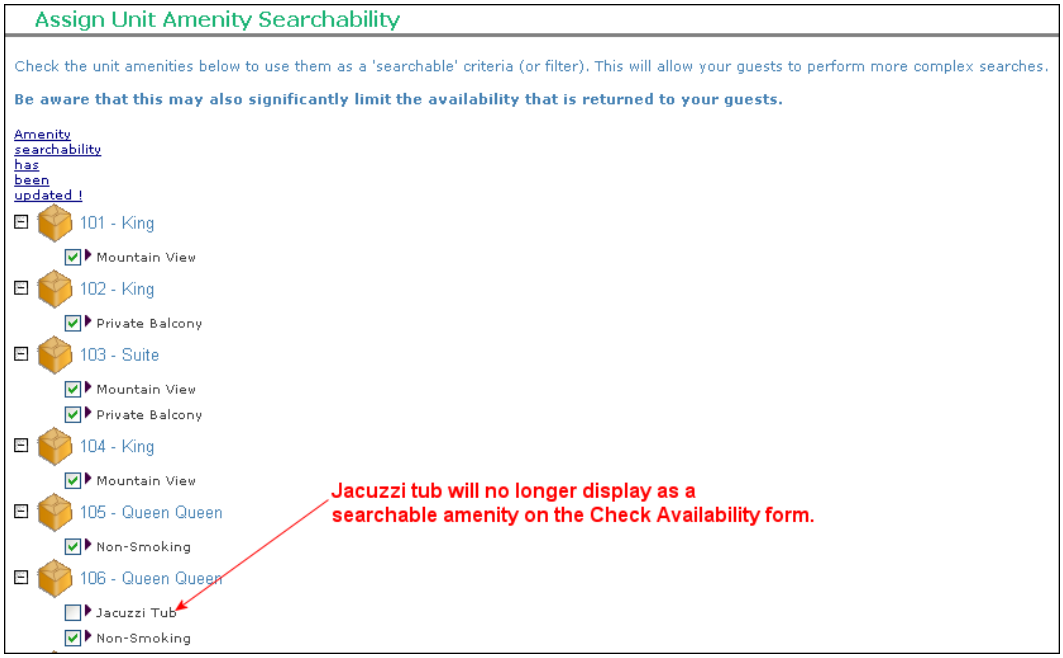

Property Amenity Searchability
Check the property amenities below to use them as a 'searchable' criteria (or filter). This will allow your guests to perform more complex searches.
Be aware that this may also significantly limit the availability that is returned to your guests.
The Powder Hound Inn
Full Service Spa
Heated Pool

UNIT/ROOM

Click the Property > Amenity Searchability > Unit/Room link to view unit level amenities that have been flagged as searchable. Any amenity that has been assigned to a room is listed in the Assign Unit Amenity Searchability form.


Assign Unit Amenity Searchability
Check the unit amenities below to use them as a 'searchable' criteria (or filter). This will allow your guests to perform more complex searches.
Be aware that this may also significantly limit the availability that is returned to your guests.
101 - King
Mountain View
102 - King
Private Balcony
103 - Suite
Mountain View
Private Balcony
104 - King
Mountain View
105 - Queen Queen
Non-Smoking
106 - Queen Queen
Jacuzzi Tub
Non-Smoking
107 - Queen Queen
Handicap Accessible
All amenities listed were previously assigned to specific units in the Property > Units/Rooms > Administration link.
Removing the checkmark makes the amenity "non-searchable."
If the amenity is searchable in one room and non-searchable in another, it still shows up as a searchable amenity in the Check Availability form.

The amenities listed in the above form were assigned to units in the Property > Units/Rooms > Administration link. By default, amenities assigned to rooms are flagged as searchable. If you do NOT want a specific amenity to be searchable, de-select it in the Assign Unit Amenity Searchability form. For example, if you do NOT want the amenity Jacuzzi Tub to be searchable, remove the checkmark in the Assign Unit Amenity Searchability form.


Assign Unit Amenity Searchability
Check the unit amenities below to use them as a 'searchable' criteria (or filter). This will allow your guests to perform more complex searches.
Be aware that this may also significantly limit the availability that is returned to your guests.
Amenity searchability has been updated !
101 - King
Mountain View
102 - King
Private Balcony
103 - Suite
Mountain View
Private Balcony
104 - King
Mountain View
105 - Queen Queen
Non-Smoking
106 - Queen Queen
Jacuzzi Tub
Non-Smoking
Jacuzzi tub will no longer display as a searchable amenity on the Check Availability form.

By de-selecting Jacuzzi tub in the Assign Unit Amenity Searchability form, it no longer displays as a searchable amenity on the Check Availability form.

ⓘ ***In order for an amenity to be removed from the Check Availability form, it must be de-selected under every room on the Assign Unit Amenity Searchability form.***

WEBSITE LINK OPTIONS

In order to make the RezStream Booking Engine "live," you will need to add a link to your property's marketing website that allows Internet guests to access the RezStream Booking Engine. Normally an Internet guest will visit your property's website to learn about the property prior to booking a reservation. On the website, the Internet guest reads about the property, looks at property pictures, and becomes interested in making a reservation.

In order for the guest to book a reservation, a hyperlink is added to the marketing website that redirects the Internet guest to the RezStream Booking Engine. This hyperlink can be text or a graphic that reads "Make a Reservation," "Book a Reservation," or anything else that lets the guest know that clicking the link will allow them to make a reservation. The link can be customized by the property and its web designer or one of the standard RezStream Booking Engine hyperlinks can be copied and pasted into the property's website.

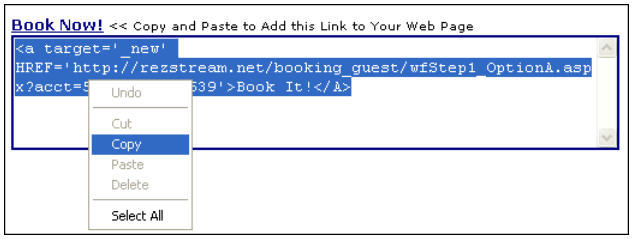
The standard options for linking to the RezStream Booking Engine are depicted in the following table.

HYPERLINK OPTION	DESCRIPTION
Note: The hyperlink on your marketing website appears exactly as it does in this table.	
1	Book Now!
2	Reserve Now
3	Reserve

Use the following steps to implement one of the standard "Make a Reservation" hyperlinks.

1. From the RezStream Booking Engine Online Administrative Interface, select Property > Website Link Options.

2. Highlight the HTML code associated with the desired link. After highlighting the desired code, right-click and select Copy.



3. Right-click again to Paste the HTML code into your property's marketing website.

ⓘ ***Note: If you do not maintain your own marketing website, steps 1-3 can be easily completed by the website design company that maintains your site.***

WEBSITE AVAILABILITY CALENDARS

The default starting point for Internet guests to book online reservations via the RezStream Booking Engine is the Check Availability form.

ⓘ ***If your property wants a guest to begin the online reservation process from the Check Availability form displayed above, there is no action item to complete in this section.***

Other calendar options are available under the Property > Website Availability Calendars link.

The Property > Website Availability Calendars link is divided into three sections:

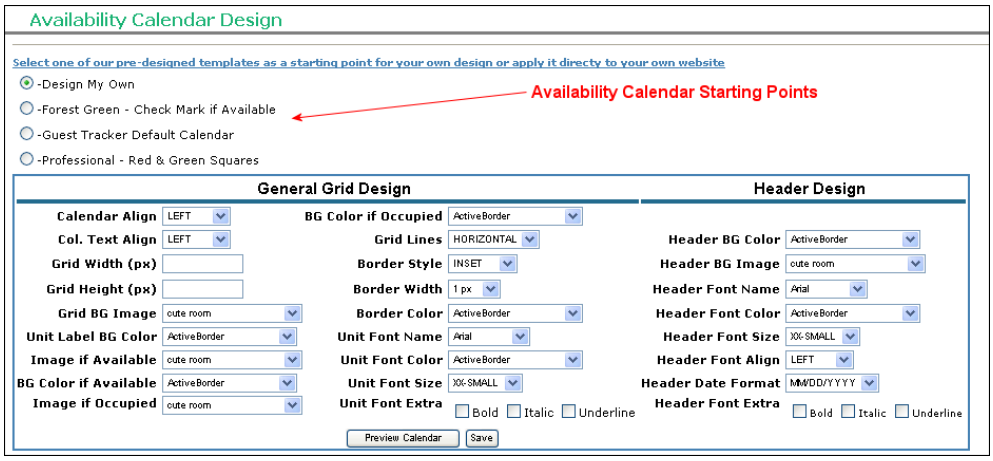
Design Customizable Calendar	Use this link to create a customizable two-week grid availability calendar that will be displayed on your marketing website and used as a starting point for Internet guests to book online reservations.
Retrieve Calendar Links	After customizing your availability calendar, use this link to copy and paste the required HTML script to your property's marketing website.
View Sample Calendars	Click this link to view five sample calendars from an actual website. Have the ability to make bookings to see how each calendar works.

DESIGN CUSTOMIZABLE CALENDAR

Use the following steps to access the Availability Calendar Design form.

1. From the RezStream Booking Engine Online Administrative Interface, click the Property > Website Availability Calendars > Design Customizable Calendar link.

2. The Availability Calendar Design form is displayed. There are four radio buttons at the top of the form that can be used as starting points for designing an availability calendar.

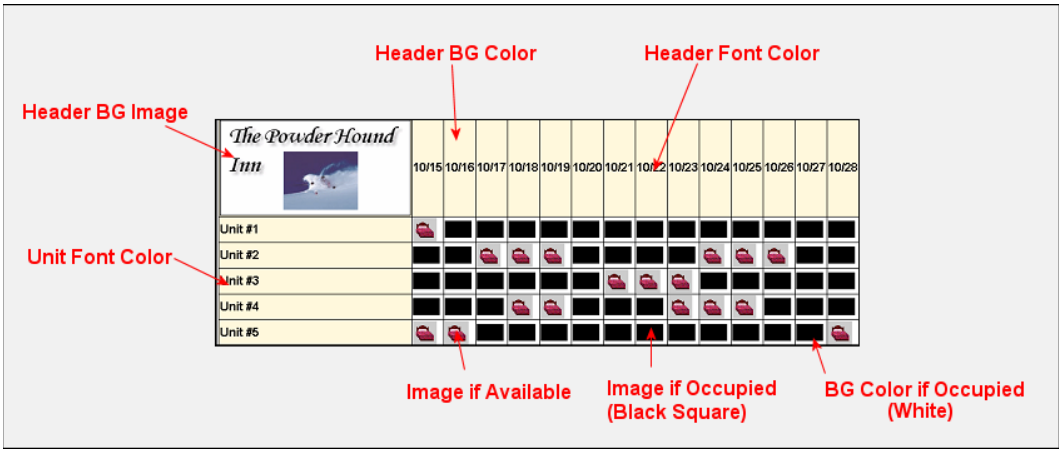


A sample and brief description of these four availability calendar styles is displayed below.

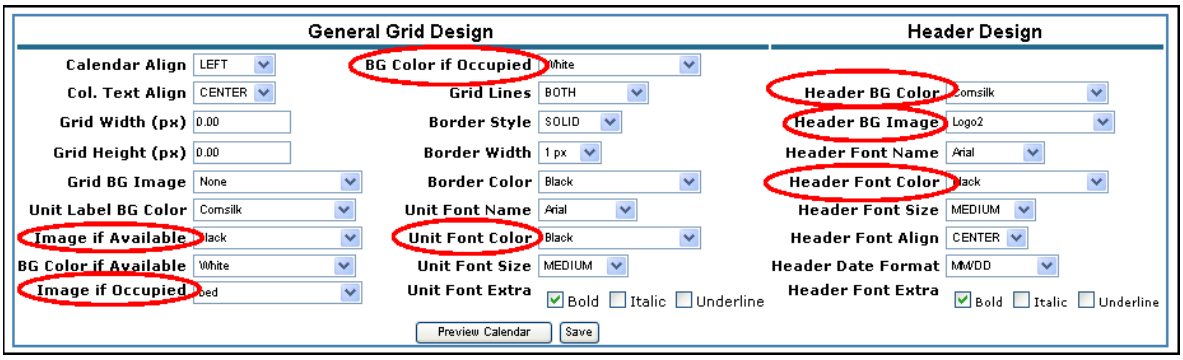
Design My Own

The Design My Own option displays an availability calendar with default settings but it also allows you to customize the calendar to match the look and feel of your marketing website. A sample calendar is displayed below along with pointers that highlight settings that have been changed in our example.

ⓘ ***The abbreviation BG in the following images and in the General Grid/Grid Header Design table stands for background.***



The Availability Design Calendar form is displayed below completed in the manner that produces the sample Availability Calendar displayed above. Circled fields in this table correspond to the pointers in the image above.



Notes about the General Grid Design fields listed above.

1. The fields "Image if Available" and "Image if Occupied" refer to images that display in the calendar if the room is available or occupied on a particular date.

2. In addition to standard RezStream Booking Engine images, image fields (Grid BG Image and Header BG Image) can be populated with images that have been uploaded to the RezStream Booking Engine.

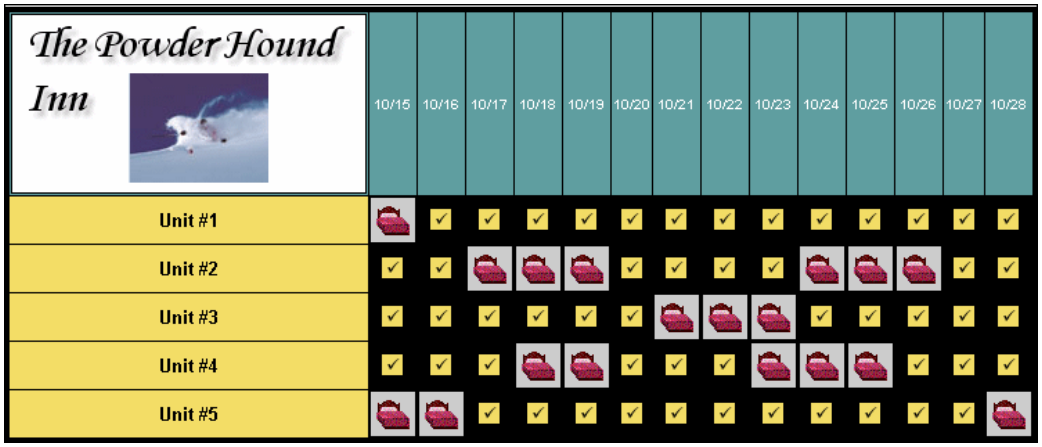
Forest Green – Checkmark if Available

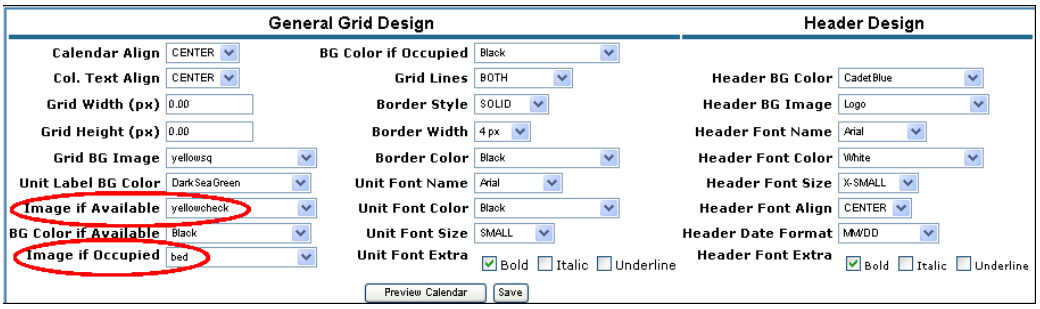
The Forest Green – Checkmark if Available calendar can be used as a starting point for designing your property's availability calendar.

Availability Calendar Design
Select one of our pre-designed templates as a starting point for your own design or apply it directy to your own website
-Design My Own
-Forest Green - Check Mark if Available
-Guest Tracker Default Calendar
-Professional - Red & Green Squares

In this option, a yellow checkmark is displayed if a unit is available on a particular date.

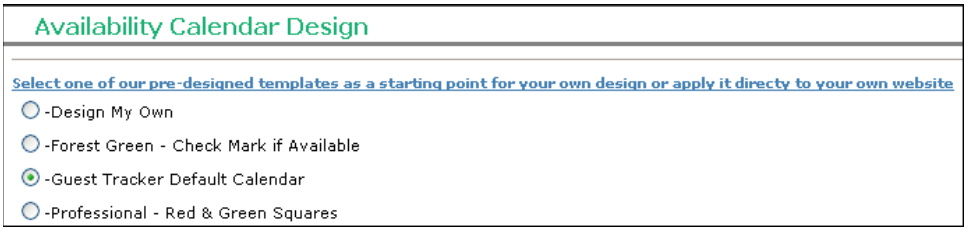
In our example below, the calendar has been customized to display a bed ( ) if the room is occupied. We have also customized the look of this calendar by adding our property's logo.





Guest Tracker Default Calendar

The Guest Tracker Default Calendar is similar to the one used in the Guest Tracker Desktop software.

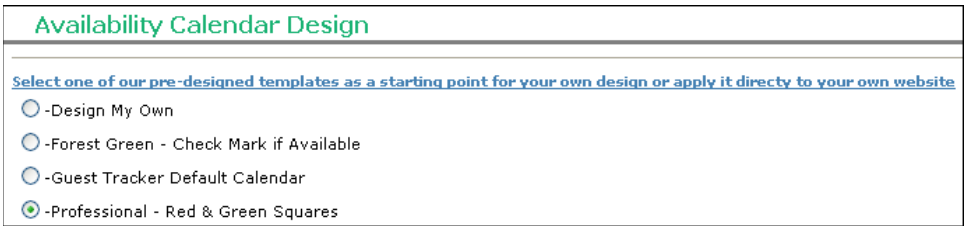

Availability Calendar Design
Select one of our pre-designed templates as a starting point for your own design or apply it directy to your own website
-Design My Own
-Forest Green - Check Mark if Available
-Guest Tracker Default Calendar
-Professional - Red & Green Squares

The word "book" is displayed in the grid when a unit is available while an 'X' denotes an occupied room.

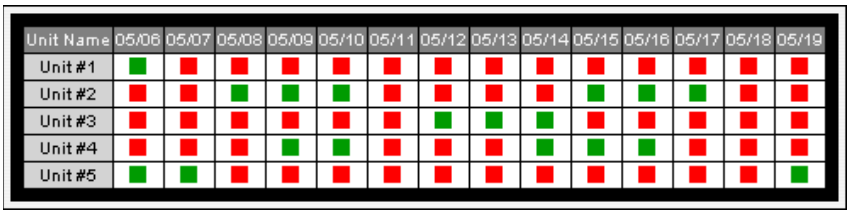
Unit Name	05/06	05/07	05/08	05/09	05/10	05/11	05/12	05/13	05/14	05/15	05/16	05/17	05/18	05/19
Unit #1	book	X	X	X	X	X	X	X	X	X	X	X	X	X
Unit #2	X	X	book	book	book	X	X	X	X	book	book	book	X	X
Unit #3	X	X	X	X	X	X	book	book	book	X	X	X	X	X
Unit #4	X	X	X	book	book	X	X	X	book	book	book	X	X	X
Unit #5	book	book	X	X	X	X	X	X	X	X	X	X	X	book

Professional – Red & Green Squares

The Professional – Red & Green Squares calendar can also be used as a starting point for designing your availability calendar.


Availability Calendar Design
Select one of our pre-designed templates as a starting point for your own design or apply it directy to your own website
-Design My Own
-Forest Green - Check Mark if Available
-Guest Tracker Default Calendar
-Professional - Red & Green Squares

The red and green squares in the grid signify whether rooms are booked (red) or available (green).

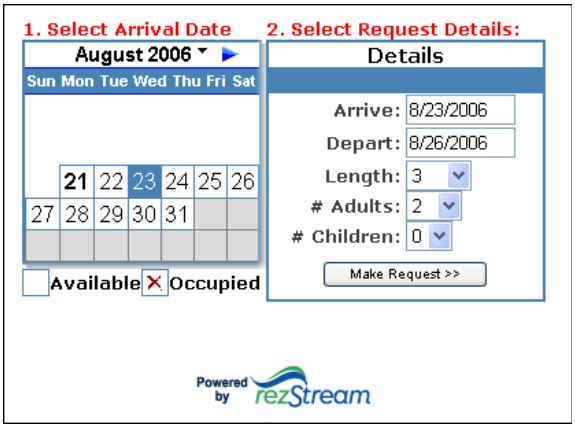


RETRIEVE CALENDAR LINKS

Once you have decided which calendar type to use, there are five options for display. An example of each is displayed below.

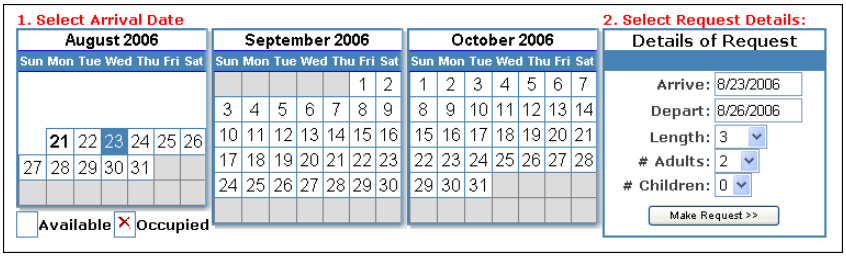
PROPERTY AVAILABILITY CALENDAR OPTIONS

Single Month Scrollable

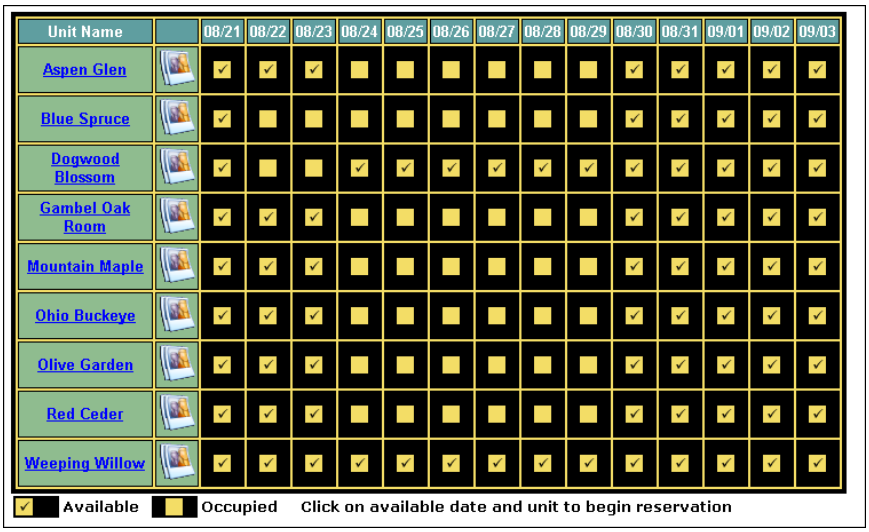


PROPERTY AVAILABILITY CALENDAR OPTIONS

Three Month Scrollable

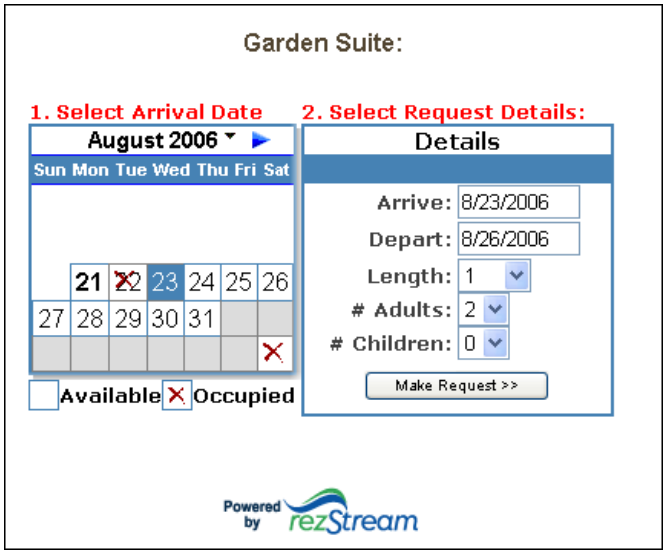


Customizable Unit Grid

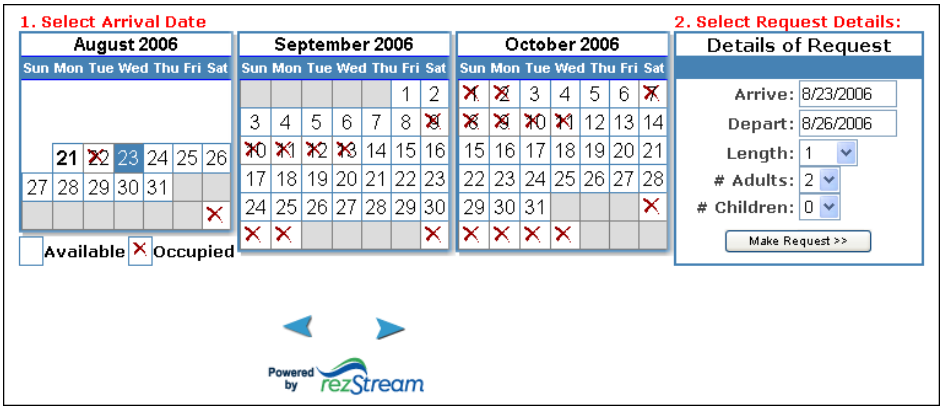


UNIT AVAILABILITY CALENDAR OPTIONS

Single Month Scrollable



Three Month Scrollable

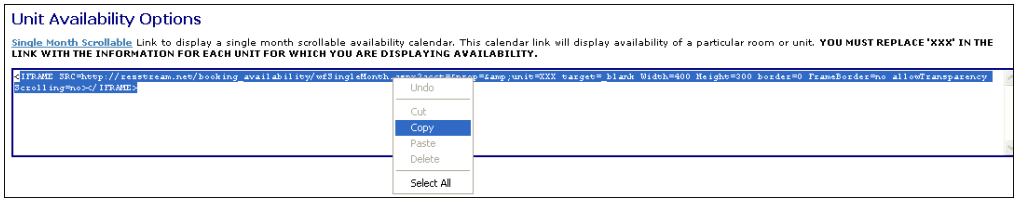


Use the following steps to add an availability calendar format to your marketing website.

1. Decide whether you want to display a property calendar or a unit calendar. Property calendars display availability for the property as a whole. If one room is available, the calendar displays the date as available. Unit calendars display availability for specific individual units.

2. From the RezStream Booking Engine Online Administrative Interface, select the Property > Website Availability Calendars > Retrieve Calendar Links.

3. The five HTML options displayed in the Availability Calendar Links form correspond directly to the five calendar examples displayed above. Choose from the three property availability options or the two unit availability options.

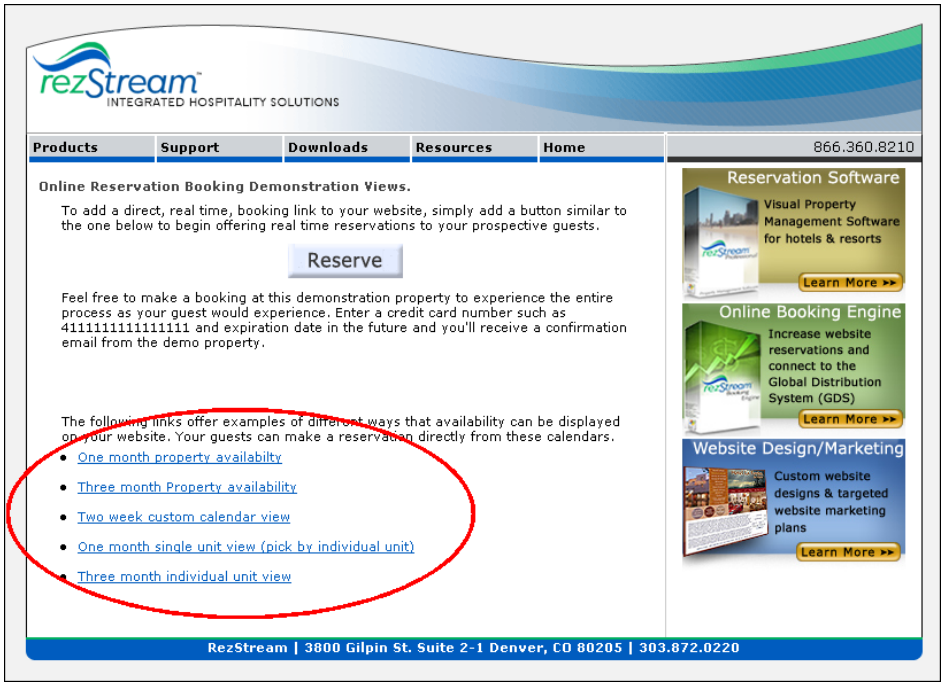

Unit Availability Options
Single Month Scrollable Link to display a single month scrollable availability calendar. This calendar link will display availability of a particular room or unit. YOU MUST REPLACE 'XXX' IN THE LINK WITH THE INFORMATION FOR EACH UNIT FOR WHICH YOU ARE DISPLAYING AVAILABILITY.
Undo
Cut
Copy
Paste
Delete
Select All

4. Copy and paste the HTML for the availability calendar link that you have selected to the appropriate location on your property's marketing website.

ⓘ ***Note: If you do not maintain your own marketing website, the process of copying the above HTML to your property's website can be easily completed by the website design company that maintains your site.***

AVAILABILITY EXAMPLES

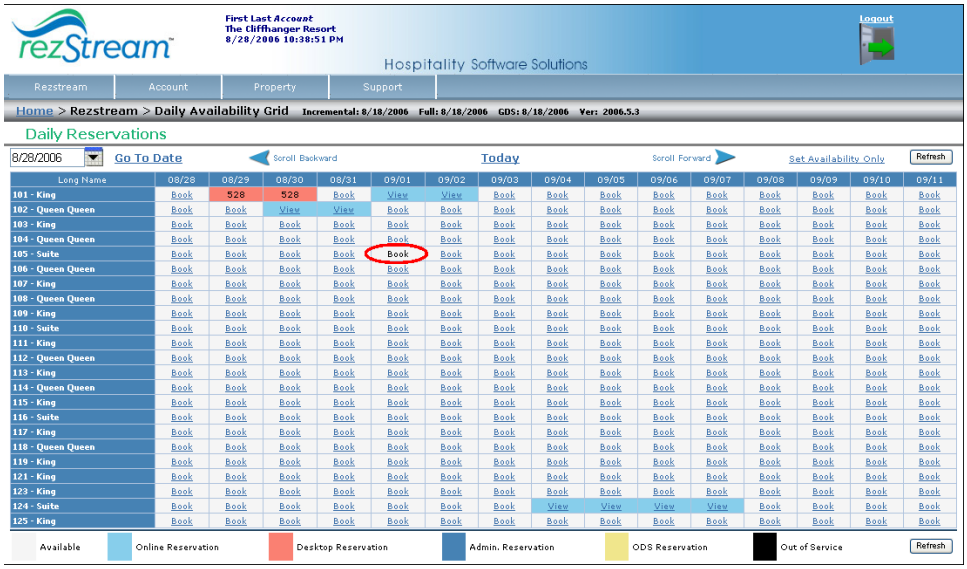
Click the Property > Website Availability Calendars > Availability Examples link to visit the RezStream website where you can view examples of each calendar type.


rezStream
INTEGRATED HOSPITALITY SOLUTIONS
Products
Support
Downloads
Resources
Home
866.360.8210
Online Reservation Booking Demonstration Views.
To add a direct, real time, booking link to your website, simply add a button similar to the one below to begin offering real time reservations to your prospective guests.
Reserve
Feel free to make a booking at this demonstration property to experience the entire process as your guest would experience. Enter a credit card number such as 4111111111111111 and expiration date in the future and you'll receive a confirmation email from the demo property.
The following links offer examples of different ways that availability can be displayed on your website. Your guests can make a reservation directly from these calendars.
One month property availabilty
Three month Property availability
Two week custom calendar view
One month single unit view (pick by individual unit)
Three month individual unit view
Reservation Software
Visual Property Management Software for hotels & resorts
Learn More
Online Booking Engine
Increase website reservations and connect to the Global Distribution System (GDS)
Learn More
Website Design/Marketing
Custom website designs & targeted website marketing plans
Learn More
RezStream | 3800 Gilpin St. Suite 2-1 Denver, CO 80205 | 303.872.0220

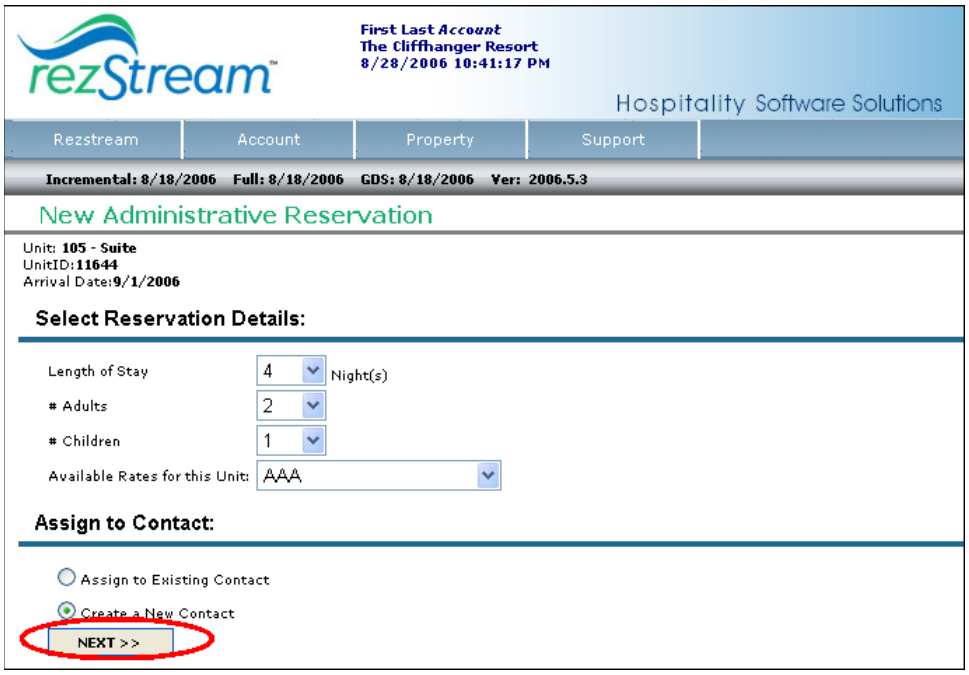
ADMINISTRATIVE RESERVATIONS

Property employees can also make reservations via the RezStream Booking Engine. Use the following steps for making an administrative reservation from the RezStream Booking Engine Online Administrative Interface.

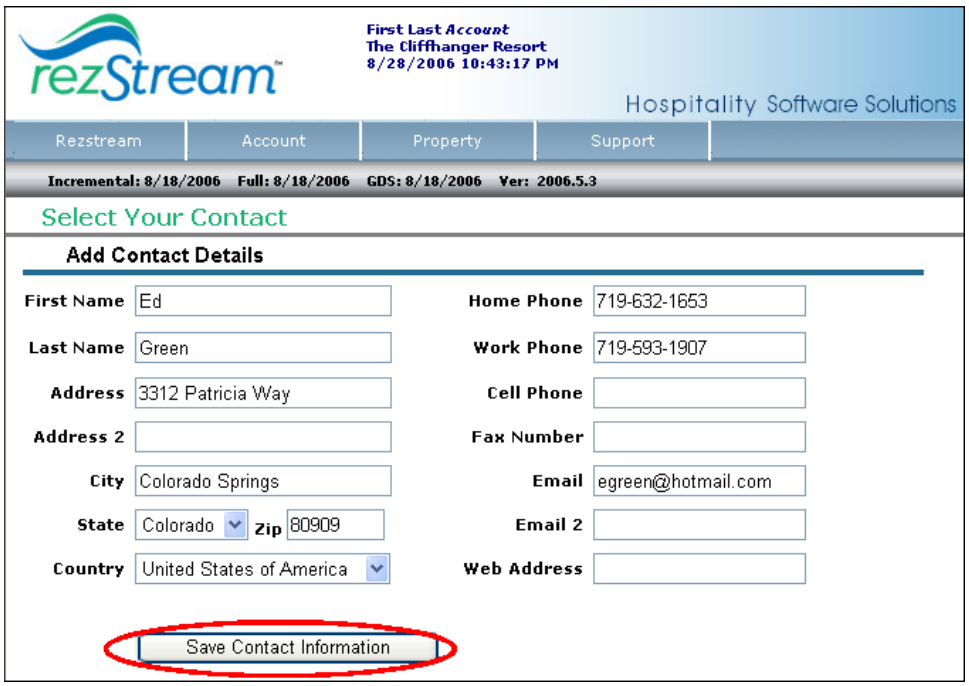
1. From the RezStream Booking Engine Daily Reservations availability calendar, click the desired arrival date.



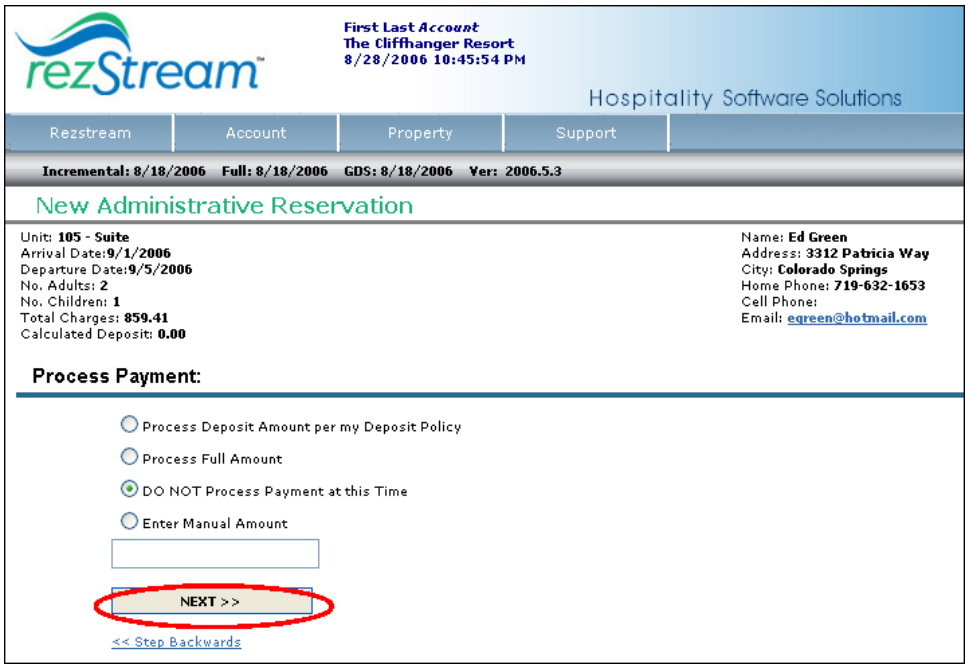
2. Complete the New Administrative Reservation form details and click the Next button.



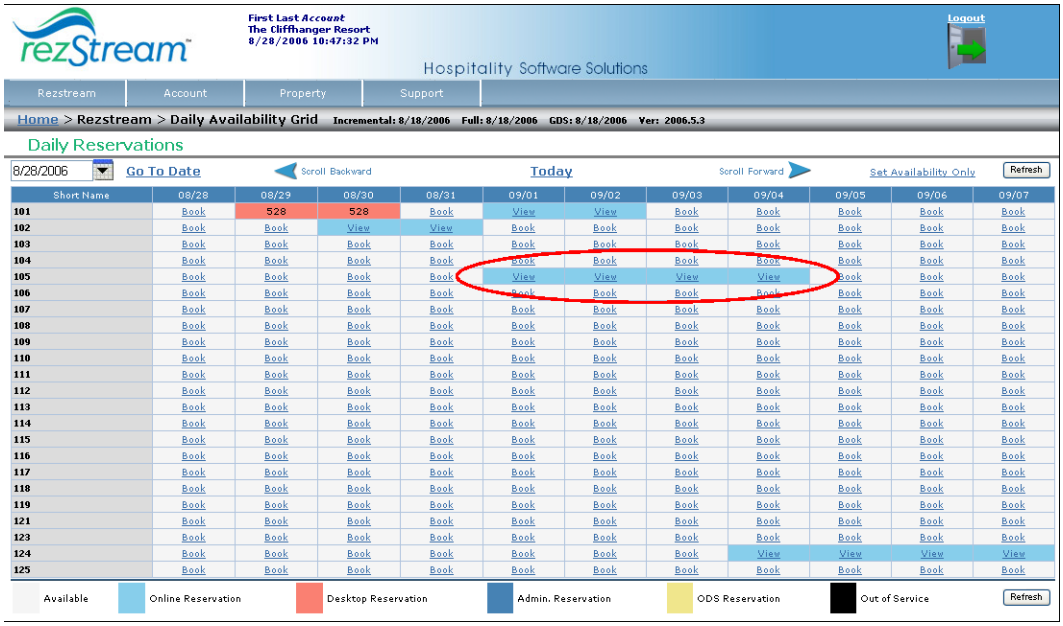
3. Complete the Add Contact Details form and click the Save Contact Information button.



4. Complete the Process Payment form and click the Next button.



5. The reservation is now displayed on the Daily Reservations calendar in the RezStream Booking Engine Online Administrative Interface.



REZSTREAM CONTACT INFORMATION

For additional information on any of the topics contained in this RezStream Booking Engine User's Guide, please contact:

RezStream Help Desk
303-872-0220

Please contact RezStream sales at 866-360-8210 for information on RezStream add-on modules, including:

- Credit Card Processing
- Property Management
- Global Distribution System

Normal business hours are 8AM to 5PM, Monday through Friday, MST.

After hours support is available for an additional fee.

Please note RezStream's contact information:

RezStream, Inc.
3800 Gilpin Street, Suite 2-1
Denver, CO 80205
Sales: 866-360-8210
Support: 303-872-0220
Fax: 303-297-3233
www.rezstream.com
sales@rezstream.com
support@rezstream.com

REZSTREAM ADDITIONAL REFERENCES

Documents available for download on the documentation download page.

RezStream Professional:

http://www.rezstream.com/documentation_rezstream_professional.htm

- RezStream Professional Front Desk Guide
- RezStream Professional User's Manual
- RezStream Property Management Module User's Guide
- RezStream Professional Credit Card Processing Manual

RezStream Booking Engine:

http://www.rezstream.com/documentation_rezstream_booking_engine.htm

- RezStream Professional Booking Engine User's Guide
- RezStream Booking Engine Quick Start Guide
- RezStream Booking Engine Payment Gateway Configuration

RezStream also offers training demos on a variety of topics accessed from the following web page.

http://rezstream.com/software_demos.htm